

TERMS AND CONDITIONS OF ELYSIUM WEDDING CARS

C M TAYLOR & DAUGHTERS LTD TRADING AS ELYSIUM WEDDING CARS

Company Number 11394381 | Registered Address 35 Lincoln Road, Fenton, LN1 2EP

By booking a vehicle you accept and agree to the Terms & Condition of Hire. By accessing www.elysiumweddingcars.co.uk you accept our Privacy Policy. If you do not accept and agree to them you must not use this website or engage in booking a vehicle.

YOU/YOUR, THE CLIENT/CLIENTS, THE HIRER/HIRERS

Refers to the person/s making the booking, and/or persons using the service/s advertised, and/or those viewing this website.

ELYSIUM WEDDING CARS, WE, US, OUR

Refers to C M Taylor & Daughters Ltd, trading as Elysium Wedding Cars, its Directors and/or its employees.

TERMS AND CONDITIONS OF HIRE

1. You must be over 18 to make a booking or enquiry.
2. Quotes are valid for a maximum of 60 days.
3. A booking is made once a non-refundable deposit of £100 is made.
4. Full payment must be made a minimum of 14 days prior to the date of hire.
5. Payments can be made by a cheque made payable to C M Taylor & Daughters or by Faster Payments bank transfer
6. Your chauffeur will choose a route based on experience and knowledge of the area. If you wish to submit an alternative route this must be done via email or telephone communication at least 14 days prior to the date of hire. If the alternative route results in any additional road toll charges, excess miles or time being incurred you will be liable for extra charges.
7. All stops and detours must be stated at the time of booking.

8. If the hire time exceeds the agreed duration we reserve the right not to extend the hire. If we agree to extend the hire all late surcharges must be paid to the chauffeur immediately.
9. The chauffeur will not accept any instruction from any persons apart from the hirer.
10. A reasonable amount of luggage is allowed. What is defined as reasonable is at the discretion of the chauffeur.
11. We do not accept any responsibility for theft, loss or damage to any item regardless of how such theft, loss or damage may occur.
12. The transportation of food in our vehicles is strictly prohibited.
13. The transportation of animals is not permitted with the exception of guide dogs and assistance animals.
14. Only chauffeurs employed by us are permitted to drive the vehicles or sit in the driver's seat whilst the vehicle is running. We will only carry the number of passengers allowed by our vehicle's seating capacity.
15. In the unlikely event of mechanical breakdowns or a motoring accident leaving the vehicle unsafe to be operated we reserve the right to provide a suitable replacement vehicle. If we are unable to offer a suitable alternative vehicle we will refund all monies paid.
16. We will not accept responsibility for any lateness, delays or consequential losses incurred by road traffic incidents, road closures, extreme weather or any other factors beyond our reasonable control.
17. Damage to the vehicle by any passenger will result in the hirer of the vehicle being held liable for all costs of repair and valeting at premises of our choosing. Damage includes, but is not limited to, spillage of liquid, excessive dirt etc.
18. We reserve the right to refuse to carry passengers who abuse, threaten or intimidate the chauffeur or those who appear intoxicated. The chauffeur may terminate the hire at any point and no monies will be refunded.
19. Smoking, eating and the consumption of alcohol other than that provided by us is prohibited.
20. The chauffeur must open the bottle of 'bubbly'

21. Any child under the age of 13 must be accompanied in the vehicle by an adult at all times.
22. Our classic vehicles do not have rear seatbelts as they are not required by law. We therefore cannot transport children under the age of 4.
23. The hirer is responsible for any parking or airport charges incurred not included in the quote.
24. If you wish to transfer the date of your hire this must be done via email or telephone communications at least 60 days prior to the hire date.

CORONAVIRUS

1. Where either we or the hirer need to cancel the hire due to government restrictions we agree that:
 - a. In the first instance we will endeavour to accommodate a change to the hire date with no extra cost to the hirer. We will prioritise our existing customers above new customers.
 - b. Secondly, only where it is not possible to rearrange the date of hire we agree to refund 50% of the deposit. We will retain 50% of the deposit to cover administrative and business costs.
 - c. Thirdly, if a hire is cancelled but the original hire date is subsequently booked by another client we will refund 100% of the deposit
2. We will adhere to social distancing and hygiene guidelines by:
 - a. At all times the glass partition will remain closed, separating the driver and passengers.
 - b. No passengers will be allowed to travel in the front of the car, thereby reducing the passenger capacity of the vehicle to 5 people.
 - c. A minimum of 72hours will be left between hire dates OR if this is not possible the car will be thoroughly disinfected.
 - d. Hand sanitiser will be provided where possible
 - e. The driver and passengers will maintain a 2m distance outside of the vehicle

COMPLAINTS

We endeavour to provide an impeccable service and pride ourselves on our customer care. However, if you are not completely satisfied with our service please submit a written complaint by post or email within 14 days of the date of hire. We will investigate each complaint thoroughly and report our findings to you within 7 working days on receipt of your complaint.