

Terms and Conditions of Business

These terms and conditions of business are offered so that there is a clear understanding between 'HKS Chauffeurs (UK) Limited Company' and you, the client.

- The tariffs quoted are intended to reflect the highest standard in service and the superior vehicle that we offer however we are always pleased to quote for any further individual requirements.
- The whole amount of the hire charge is payable before or at the time of completion of the journey undertaken *unless* an invoicing structure is agreed upon in advance.
- Payment is by cash (sterling, Euro's or USD's agreed beforehand) or GBP cheque.
- Prices quoted are *ex* VAT.
- Value Added Tax (currently 20%) will be added to all invoices.
- A receipt and/or confirmation will be provided detailing the booking.
- The client may cancel the booking without any penalty so long as the cancellation notice is not less than 3 hours prior to pick up or the chauffeur is already en-route. For cancellation of pick-ups between the hours of 02:00 and 08:00, 8hrs notice must be given.
- A contact mobile phone number of at least one member of the party is required.
- Waiting time is free for the first hour but will be charged at £25+VAT per hour thereafter.
- Every effort will be made by HKS Chauffeurs to ensure that you arrive at your destination on time. We will not accept any responsibility for delays caused beyond or outside our control. It is the clients responsibility to allow enough time for the journey
- The chauffeur will travel by the most appropriate route deemed by him/her on the day unless instructed otherwise by the client.
- All Parking, toll and entrance fees, hotel costs and ferry will be charged and added where incurred.
- A surcharge of 25% will apply to services that begin or end between midnight (0000hrs) and 6.00am (0600hrs).
- A 100% surcharge will be charged on Christmas Eve, Christmas Day, Boxing Day, Good Friday, Easter Sunday, Easter Monday New Years Eve and New Years Day.
- Although vehicles are fully insured for passenger and third party claims under British law, client's properties are carried entirely at their own risk and the Company shall not be held responsible or liable for any loss or damage to such properties.
- The chauffeur has the right to refuse to carry any person(s) who is thought to be under the influence of alcohol or drugs or whose behaviour poses a threat either to the Chauffeur, the vehicle or anyone else.
- Smoking is not permitted in any vehicle.
- Should the vehicle be soiled by bodily fluids then a valeting bill will be recharged to the client.
- Food and beverages, other than the water provided, are not to be consumed in the vehicle.
- We reserve the right to arrange for an alternative driver or vehicle should the pre-booked vehicle or driver become unavailable at short notice.
- Any complaints about the company or chauffeur should be made in writing within 48 hours of travel
- Touring rates are per eight-hour day. Additional time will be charged at our standard rate.
- All hires involving a drop off and a subsequent pick up will be priced as one continuous hire unless the interval between journeys is 3 or more hours stated at the time the booking is made.