

# Gillman Car Services Ltd

## Terms & Conditions

### Charges and Payments:

1. Gillman Car Services Ltd require a credit or Debit card to be held against any booking made with Gillman Car Services Ltd. Trip costs will be detailed on the booking confirmation. Where it's not possible to calculate a price before the trip takes place, (i.e hired by the hour) a final price will be calculated and confirmed by email with the card holder. Payments will only be processed upon completion of trip.
2. If a company account has been set up, Invoicing will take place every Monday for the preceding week and payment will be due upon receipt.
3. Gillman Car Services Ltd will pay the 1st 30mins of Airport Car parking charges that are necessarily incurred in order to fulfil a booking. We advise our drivers to enter the carpark 30mins after landing. Any additional parking incurred will be charged at cost at the discretion of the company.
4. Any variations to the journey that involves extra time or mileage may be subject to additional charges.

### Cancellation Policy:

1. If the passenger is not contactable or responsive with our driver at the booked time and the designated pick-up point, we reserve the right to make full charge for the journey.
2. In the event you have to cancel your booking the company will do its best to re-allocate the vehicle, so you don't incur any charges. However, where this is not possible we will look to resolve each circumstance on an individual basis. Bookings cancelled on significant event days such as Royal Ascot will incur cancellation charges as the company's current daily rate.

### Waiting Time:

1. **On all NON-airport** collections, a 15-minute waiting period is allocated. Once 15 minutes is exceeded waiting time will accrue from the booked pick up time. Charged at £15.00 for every 30 mins or there part of. (equivalent to £30.00ph)
2. **On all airport** collections, the company will pay for the first 30 minutes parking. Any other parking charge accrued; may be *(at the discretion of the company)* passed on to the client, depending on individual circumstances.

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1. Gillman Car Services Ltd will endeavour to ensure vehicle(s) arrive at the time and place requested. We cannot however accept responsibility for delays caused by circumstances beyond our control, such as mechanical failure, traffic jams, traffic accidents or extreme weather conditions. Nor do we accept responsibility for any consequential loss.
2. The Driver will travel by the most appropriate route based on the time and day, unless instructed otherwise by the Client, in which case Payment clause 4 may apply.

3. Unless specified at the time of booking, we may not automatically be able to accommodate additional pick-ups or drop-offs added to the journey upon commencement, although every effort will be made to meet such requirement.
4. If our driver is asked to wait either at the beginning or during a journey, waiting time is chargeable at our current standard rate.
5. We reserve the right to refuse entry to our vehicles to anyone who is thought to be under the influence of alcohol or drugs and/or whose behaviour poses a threat to the safety of the driver, the vehicle or other passengers within the vehicle. We further reserve the right to terminate any journey due to unreasonable or improper behaviour by any passenger. Should termination occur all passengers will be dropped at the nearest suitable, safe location.
6. If special cleaning of any vehicle is required because it has been left in an unreasonable state by a passenger/client, we reserve the right to charge the cost of cleaning to that passenger/client.
7. We reserve the right to substitute any vehicle or chauffeur/driver.
8. Nothing contained in these terms and conditions affects the Client's' statutory rights.