



Elite Royal Cars

General Terms & Conditions

BOOKINGS

- 1#** All bookings shall be confirmed in writing by post, email and fax or otherwise by an authorised representative of Elite Royal Cars and are VAT applicable (if paid via Debit/Credit Cards).
- 2#** Changes or variations to any journey other than that which was agreed and quoted for at the time of the booking may be charged accordingly.
- 3#** All quotes shall be valid for 24 hours.
- 4#** Customers must ensure they choose the right vehicle for their journey in terms of passenger numbers and luggage.
- 5#** Due to safety regulations, Elite Royal Cars will not carry baggage in the vehicle cabin, therefore all baggage must fit within the boot.
- 6#** Vehicles that are booked by the client, that are not suitable for the purpose for which they have been booked, may be subject to extra charges and may result in a delayed transfer. Please contact one of our advisors if you require any assistance with your size / type of vehicle.

PAYMENT

- 7#** Payment can be made by cash, credit card and cheque. Please allow sufficient time for payments to reach Elite Royal Cars prior to your date of travel. We accept all major credit cards.

JOURNEY

- 8#** Elite Royal Cars will do its utmost to ensure our Drivers are punctual. We cannot accept responsibility for delays caused by circumstances outside of our control. In order to maintain exceptional levels of service Elite Royal Cars may occasionally and at peak times provide subcontracted vehicles.

HEALTH & SAFETY



9# Elite Royal Cars will drive at safe speeds in accordance with road conditions, traffic and legal speed limits.

10# Elite Royal Cars have the right to refuse to carry any passenger(s) who is thought to be under the influence of alcohol or drugs and whose behaviour poses a threat to the ERC Chauffeurs, the vehicle or the other passenger(s).

11# Elite Royal Cars will not tolerate any verbal or physical abuse directed to its Chauffeurs or other staff.

12# Elite Royal Cars maintains a strict non-smoking policy in all its vehicles.

PASSENGER RESPONSIBILITIES

13# Elite Royal Cars Insurers will not cover injury caused by passenger(s) irresponsibility such as not wearing a seat belt or opening doors before the vehicle has come to a halt. Under no circumstances will the vehicle carry more passengers than the vehicle is licensed to carry.

14# In the event of sickness, spillages and soiling in the vehicle, the cost of a valet and time lost will be a minimum of €150.00. Customer's property is carried at their own risk and Elite Royal Cars shall not be held responsible/liable for any loss or damage to such property.

15# By law small children require additional appropriate restraints. We neither provide nor assist in the fitting of child seats or restraints. It is the adult passenger(s) entire responsibility to make sure any children in his/her care are properly secured. Elite Royal Cars will of course store car seats free of charge whilst the passengers are away and return them on the return journey.

ROUTE

16# Elite Royal Cars will travel by the most appropriate route on the day using our experience and knowledge of local conditions, unless instructed otherwise by the customer at the time of booking.

PARKING

17# Elite Royal Cars will not wait in undesignated areas or where a fine could be imposed. In circumstances where the Chauffeur is requested to wait in one of these areas, then the hirer of the vehicle will be completely responsible for any parking fines incurred.

WAITING TIME



18# A maximum time of 10-30 minutes for address collections and 60 minutes for airport/seaport collections will be allocated to each booking. In the event that ERC Chauffeurs are unable to make contact with the client we will classify this reservation to be a no show and will be subject to 100% cancellation charges and €35.00 per hour waiting time or part thereof.

CANCELLATION

19# Cancellation of a reservation must be made in writing, by email, telephone or fax and with a minimum of 48-72 hours' notice prior to time of booking.

20# Cancellation informed between 12 and 24 hours, prior to the time of booking, will incur a 50% cancellation charge of the quoted price for provision of service. Cancellation given with less than 12 hours' notice, prior to the time of booking will incur a 100% cancellation of the quoted price for provision of service.

COMPLAINTS

21# Elite Royal Cars aim to provide exceptional levels of service on each journey. If you feel you have cause for complaint, please contact Elite Royal Cars in writing (Email) within 30 days. Please direct your correspondence to Elite Royal Cars, Office Manager, **Via del Bollo, 4, 20123 Milano MI, Italy**, or by email to contact@eliteroyalcars.com

