

## TERMS & CONDITIONS FOR TRANSFERS & WEDDINGS

### Best Practise

We endeavour to provide the highest standard of safety and service. Each vehicle is maintained in strict accordance with the manufacturer's recommendations.

Vertu Chauffeurs reserves the right to use sub-contractors to compliment our own work force.

Vertu Chauffeurs reserves the right to change your vehicle or driver at any time if deemed necessary.

Transfers: We would require 24-hour notice to carry out a transfer (subject to availability). If it is within 24 hours, we would try our utmost to accommodate.

### Payment

Vertu Chauffeurs accept payment by way of Cash, BAC's and Credit or Debit Card.

Weddings: Deposit will need to be paid to secure the wedding car. Remaining balance will be due 1 week before the wedding. Transfers: We will carry out account work for individuals or companies subject to status. As a condition of opening an account with Vertu Chauffeurs, the applicant will agree to pay all invoices issued by us within 30 days from the date of invoice. Any discounts or special rates will be agreed beforehand by us in writing.

### Damage / Soiling

Any malicious damage, deliberate breakages or carelessness resulting in damage to the vehicle will be charged directly to the person who placed the booking. Any clients/ passengers causing excessive soiling inside the vehicle will be charged for valeting of the vehicle. Excessive soiling is when the car is unusable for the next client and cannot be easily rectified by the chauffeur.

### Licensing / Insurance

Vertu Chauffeurs is a licensed operator. We will not carry more passengers than our insurance or licensing allows. Vertu Chauffeurs vehicles are fully insured for passengers and third party. However, customer property is carried entirely at the own risk and Vertu Chauffeurs shall not be held responsible or liable for the loss or damage to such property.

### Smoking / Food & Drink

Vertu Chauffeurs has a non- smoking policy to protect the chauffeurs' health, our liabilities in line with health & safety legislation and City Council requirements. Smoking in the vehicles is not permitted. The driver will stop for a break if requested. Food and drink can be consumed in the car only with the chauffeur's permission.

### Cancellation

Once a booking has been made by email. Confirmation will be sent to you.

Private, Punctual & Professional

VERTU CHAUFFEURS LTD  
198-202 Waterloo Rd, Birmingham, B25 8LD

Registered office: 4 Harewood Avenue, Birmingham, B43 6QE  
Registered in England & Wales No. 08728791. VAT No. 261 039 526.



For Business, Transfers & Events

T +44 (0) 121 259 0302

E [info@vertuchauffeurs.com](mailto:info@vertuchauffeurs.com)

[www.vertuchauffeurs.com](http://www.vertuchauffeurs.com)



Transfers: If the booking is cancelled 3 hours before the transfer, the full fee will need to be paid. If cancelled 12 hours before transfer, 50% cancellation fee will occur of the price quoted. If the booking is cancelled 48 hours before the transfer, 10% charge will occur of the price quoted.

Any delays made by clients will be charged. A 'no show' client will be invoice the full amount of the fare.

Weddings: Full payment will need to be paid 1 week before any wedding booking. If the wedding is cancelled no refund will be given.

Vertu Chauffeurs will not be held responsible for any meeting/ appointments/ flights missed as a result of traffic or road conditions out of control of Vertu Chauffeurs and/or their drivers. However, every possible effort will be made to avoid such situations.

Any deposits paid for transfers or wedding are non-refundable

#### Breakdown

Our vehicles are serviced and maintained to the highest standards. However, in the event of mechanical failure to the vehicle of choice every effort will be made to repair and supply the vehicle on the day. In the event of a breakdown when travelling in the vehicle, every effort will be made to get you to the destination on time and safely.

Vertu Chauffeurs may cancel all services and give refunds in the event of circumstances beyond our control.

#### Wedding Cars Roof Mechanism:

Most of our wedding cars are convertibles. The Beauford Series 1 & 2 would take approximately 8 minutes to put up and down.

#### Photographs by the driver

With your permission on the day, the driver will ask to take some photos. This is for our portfolio, website and marketing campaign.

This would be used by Vertu Chauffeurs Limited and our sister company's Exclusive Cars and Champaneri Cars Limited

Nothing in our Terms & Conditions can affect the customer statutory rights.

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