

E & A Executive Travel Terms and Conditions

PAYMENTS

1. All bookings must be secured with a 25% deposit within 7 days of booking. Cancellations made within 14 days of travel will forfeit this deposit.
2. Unless a credit account has been set up all payments should be made at the point of the first collection address and should be in cash. If you require alternative methods of payments E& A travel can take most major credit/debit cards and cheques as long as funds are cleared before the date of travel.
3. Any payment via credit/debit cards will incur a 2.5% charge.

PASSENGER CONDUCT

1. The client named on the booking form is the held responsible for the behaviour of all passengers.
2. E & A travel reserve the right to refuse travel if the passengers display unreasonable or antisocial behaviour, in these circumstances NO refund will be offered.
3. Any damage or soiling, caused by the client or a member of their party, will incur payments for repair/cleaning, including loss of revenue whilst the vehicle undergoes any necessary work.
4. Seatbelts should be worn in accordance with current legislation
5. The client must not load any vehicle beyond the number of passengers that it is legally permitted to carry and our chauffeur will refuse entry to the vehicle if this is the case.
6. All vehicles are non-smoking.
7. Animals will not be carried in any vehicle, except assistance dogs.
8. The client and/or passengers are responsible for their property and luggage. In the event of any lost property we will return the items to our office and may be collected from the office or return postage can be arranged at the client's expense.
9. E & A travel do not accept responsibility or liability for any loss or damage to property whilst the vehicle is in motion or if left behind.

VEHICLES

1. E & A travel reserve the right to supply an alternative vehicle if needed, this will be of a similar specification to that booked.
2. E & A travel reserve the right to use an alternative operator if required for any reason.
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SERVICE

1. E & A travel will give advice on journey times, but can not guarantee the completion of a journey at a specific time and will not be liable for inconvenience or loss caused by breakdown or traffic delays.
2. Your E & A chauffeur will plan the most suitable route and if the client requires a specific route this must be made clear at booking.
3. Your E & A chauffeur will use his judgment to drive at reasonable speeds in relation to the weather and road conditions.
4. Only an employee of E & A travel is permitted to drive the vehicle.
5. Your E & A chauffeur will carry out the journey based on your pre-booked itinerary, if you wish to amend this during the hire this may incur additional charges and changes may not be possible if they affect any other client's bookings.
6. The full price of your booked service will be detailed on your booking form; however additional charges may be levied if there is any delay caused by the client or any passenger.
7. If collecting from an Airport, any delays not reported will incur charges if flight information has not been given or if delays have not been notified before our chauffeur has set out on his journey. If we need to remove the vehicle from the airport to attend another booking we will endeavor to return the vehicle or supply an alternative vehicle as soon as possible.