



"For us it's very much about going that extra mile"

Contact Our Sales Team
Tel: 01344 203006
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TERMS AND CONDITIONS

Definitions

- The "service provider" is CJJ CHAUFFEURS LTD.
- The "customer" is the person who accepts any offer of service.
- The "passenger" is the person travelling, or, in the case of a group of people, the person named on the booking form.
- The "service" is the transportation service that the service provider and the customer agree.
- The "booking form" is the document which outlines details of the booking and comprises part of the email or paper acknowledgement sent to the customer confirming the service.
- The "booking confirmation" is the email or paper copy sent to confirm the booking.
- The "booking" is the request for transportation from the customer.

Pricing Structure

- Prices for the service are published using several communication processes. The service provider works strictly to price matrixes and the master copies are held within their operational headquarters. These prices are available for request. It is the master copies which contain the established current and fixed pricing structures.
- The prices are subject to change without notice except where a pricing structure has been agreed between the service provider and its account customers. These are changed only by negotiation.
- Any changes to the service may result in an alteration to prices. This change will be made to reflect any additional costs incurred by the service provider.
- For long distance travel to UK destinations outside of the service provider's operational area, the customer is required to contact CJJ CHAUFFEURS LTD for a quotation and estimate of the cost. The price in the first instance will be communicated as an estimate and should not be interpreted as a fixed price until the booking has been confirmed in writing.
- Special rates apply on public and bank holidays. The customer must contact the service provider for details of these rates that are applicable at the time of booking and could be subject to change.



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Booking Methods And Confirmation

- All airport transfer requests must be made by telephone, email or via the CJJ CHAUFFEURS website.
- At the time of booking, the customer must supply all information required and requested by the service provider. It is important that if the customer has special requirements appertaining to them personally, then these should be discussed with the service provider and agreed at the time of booking.
- When bookings are made by telephone, the operator will repeat back the details given to them before the booking is confirmed. It is the customer's responsibility to listen carefully and report back any inaccuracies.
- Booking confirmation will be sent via email to the customer to the email address given at the time of booking. It is the customer's responsibility to contact CJJ CHAUFFEURS if they have not received the booking confirmation within 24 hours.
- It is the customer's obligation and responsibility to check the details on the booking confirmation and report back any errors. The service provider will not be responsible for any errors that occur as a result of the confirmation not being checked.
- The service provider will not be responsible for any errors in information provided by the customer. It should be noted that all telephone conversations between the service provider and the customer using company booking lines are recorded. These recordings could be used to verify the contractual terms agreed in case of disputes between the customer and the service provider.
- The service provider can cancel any booking request prior to confirmation.
- Upon receiving confirmation of any booking made by telephone, email , it will be assumed that the customer has accepted the terms and conditions as published.

Booking Fees And Methods Of Payment

- Payment can be made using all major credit and debit cards, cash or invoice.
- Additional fees such as car parking costs at airports or London congestion charges are built into the journey cost and will not be charged again at the time of travel.
- Corporate account holders are permitted to have invoiced account facilities made available to them. Unless otherwise negotiated and approved by the service provider, payment terms for corporate accounts are 30 days net from the date of invoice.



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Cancellations, Amendments And Postponements

- Cancellations must be advised to the service provider as soon as possible.
- Bookings cancelled with less than 1 hours' notice or if the vehicle has departed for the collection address are liable to 100% charge. Bookings cancelled with less than 3 hours' notice are liable to a 50% charge. No cancellation charges apply to bookings cancelled with more than 3 hours' notice is provided.
- A journey is classed as a single trip to or from a destination.
- The service provider may choose or agree to waive the cancellation charges in exceptional circumstances. In such circumstances, the service provider may require proof. The service provider commits to being reasonable and considerate at all times to a customer's circumstance that has led them to having to make the cancellation.
- Cancellation can be advised either by email or telephone. The time and date will be recorded for the purpose of applying cancellation charges if appropriate.
- The customer may amend any details provided on the booking form or on the booking confirmation. A change in details could incur an alteration to the agreed cost that will be advised by the service provider prior to the changes being finalized. If the service provider is unable to meet the change requirements, it could result in the service being cancelled.
- The service provider commits to being reasonable at all times but excessive or unreasonable amounts of booking amendments may incur admin fees.

Waiting Time And No Show's

- Waiting time is charged at a standard rate of £0.50 per minute (£30.00 per hour) for a car.
- Waiting time is charged at a standard rate of £0.75 per minute (£45.00 per hour) for vehicles licensed to carry over four passengers.
- Waiting time for airport collections is applied from 30 minutes after the plane has landed for customers with hand luggage and 60 minutes for clients with hold / checked luggage.
- During this time, every effort will be made by the service provider to locate the customer.
- The driver will be authorised to leave the airport after every reasonable effort has been made to locate the customer and cancellation charges will then be applied.
- If the customer is unable to find the driver upon exiting the arrivals hall or seaport, they should, in the first instance, try to make telephone contact with the designated driver. The driver's phone number will be sent to the passenger via a text message prior to landing. If the customer is unable to make contact with the driver they should phone the service provider using the emergency number provided to them. The service provider will not pay or incur any costs if the passenger fails to follow this procedure. Unless authorised by the service provider, any additional costs incurred by the customer will be their responsibility.



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During The Journey

- The service provider reserves the right to refuse to carry any person who is thought to be under the influence of alcohol or drugs or whose behaviour is considered to pose a threat to other passengers, the driver or the vehicle.
- The lead customer on the booking form will be responsible for behaviour of all passengers in the car.
- In the unlikely event that the vehicle is soiled by any passenger during the journey, the customer will be invoiced £100.00 to cover cleaning costs. The customer will also be liable for any loss of earnings incurred by the driver for the period of time that the vehicle was not fit for use by other customers.
- Eating and drinking in the vehicle is not permitted unless the items have been provided by the service provider.
- Drivers and passengers are not permitted to smoke in a licensed vehicle at any time. This is a strict legal requirement.
- The driver is not allowed to carry more passengers than the legal number stated on the vehicle license plate and will refuse any requests to do so.

Force Majeure

- Neither party shall be deemed in breach of the contract or liable to the other for delay or failure to perform its obligations under the contract if the delay or failure results from Force Majeure.
- If a party is affected by Force Majeure then neither party will be entitled to any payment from the other for any costs or expenses incurred as a result.
- The service provider will make every effort to provide a service with minimum inconvenience. However, circumstances beyond the control of the service provider may prevent execution of the service. The following are examples of such circumstances and will be interpreted as Force Majeure:
 - Motor accidents causing traffic delays
 - Restricted vehicular access and road works
 - Exceptional or severe weather conditions
 - Complying with legal requests
 - Ash clouds or any other natural occurrence
 - Industrial action
 - Vandalism or terrorism
 - Delays caused by other customers
 - Extraordinary changes to flight status.
- The service provider will use every reasonable means to ensure that the vehicle(s) arrive at the appointed times stated on the booking form. The service provider, as stated, will not incur any liability or consequential losses whatsoever in the event of any delay due to causes beyond its control.

Dispute

- These terms and conditions shall be construed in accordance with English Law. The customer and the service provider agree to submit to the exclusive jurisdiction of the English courts in respect of any dispute or claim arising out of or in connection with this agreement.
- No condition in this agreement will affect the customers or the service providers' statutory rights.
- The service provider has a complaints procedure. It is in the interest of the service provider and the customer to exhaust this procedure to a satisfactory conclusion if a dispute arises between both parties.



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Conveyance Of Children

- UK law states that taxis are exempt from legislation relating to children travelling in a baby seat, child seat or booster. CJJ CHAUFFEURS LTD provides none of these seats for its private hire vehicles.
- It is the responsibility of the customer to provide the correct equipment for their child's travel.
- The service provider will store customer's equipment securely in the office for use on return airport journeys.

Lost Property

- Any property found in a vehicle will be returned to the service provider/s management team at their operational headquarters.
- If the customer claims he has left property in a vehicle but the service provider is subsequently unable to locate the property, the service provider accepts no responsibility for the missing property or its replacement.
- If found, it is the customers responsibility to arrange with the service provider for the return and collection of the property.

Miscellaneous

- CJJ CHAUFFEURS LTD may change or amend any of these terms and conditions at any time by posting the changes online. The customer should review these terms and conditions regularly to ensure that they are aware of any such changes.
- Note: all existing bookings will be at the rate applicable at the time of booking.
- The service provider will store, process and use all information relating to personal details in accordance with the Data Protection Act 1998.

Responsibilities And Liabilities

- The service providers contract of conveyance with the customer and the passengers commences at the point the passengers enter the vehicle and all the doors are in a closed position.
- The contract of conveyance terminates at the point all of the passengers have vacated and have physically moved away from the vehicle.
- Whilst the contract of conveyance is valid, passengers are covered by the vehicles motor insurance policy.
- Passengers who request assistance from the driver either to enter the vehicle or to vacate the vehicle do so at their own risk and should be aware that the driver will have no Public Liability Insurance. This is not a legal requirement for drivers.
- It is the passenger's responsibility to ensure that the driver's actions are not putting the passenger at risk of injury outside the service provider's responsibility of conveyance.
- The service provider accepts no responsibility for any damage caused to a passenger's personal property either when loading or unloading items from the vehicle or during any stage of the journey. All property is conveyed at the passengers own risk and is not covered by any of the service providers insurance policies.
- It is the passenger's responsibility to refuse any assistance from the driver if they believe that there is a risk to either themselves or their property.
- If a passenger does not refuse the assistance being offered by the driver then the driver is not liable or responsible in any way for any personal injury claims or damage to their property.
- The service provider at all times has to comply with the Data Protection Act 1998. If a dispute arises between a customer, passenger or third party and a driver, it is the responsibility of the customer, passenger or third party to obtain personal contact details directly from the driver. The service provider will only assist with vehicle identification and details if they believe it is a claim that will be related to the vehicle insurance policy. The service provider will not become involved with driver identification if they believe the contract of conveyance has terminated.
- Drivers are not legally permitted to enter a customer's personal property even when they are assisting and will deny requests to do so.