

A1 Phantoms

Our Terms & Conditions

The terms and conditions found within binds you (the hirer/payee) to the hire of your vehicle from us A1 Phantoms). Once you have read and agreed to the terms and conditions of hire as contained within this document, you are then legally bound by it.

Payment

- Bookings will be subject to an advance deposit payment of 50% of the agreed total price (*unless otherwise agreed upon by management*); this payment will be required in order to confirm your booking. No booking will be confirmed until the receipt of this payment. We can reserve a car for

You at your request but this will not and does not constitute a confirmed booking and is only a reservation.

- Payments can be made via all major credit and debit cards, cheques, and cash. All credit card payments will incur a 3% charge. Payment of the deposit and also the remainder of the balance can be made via any of the above methods.
- The balance payment (*if not yet already fully paid*) will be need to be cleared **7days** prior to the commencement of booking if paying by credit or debit cards, **14 days** if paying by cheque or if you wish to clear the balance on the day of the booking (*notification required at time of booking*) then you can pay via cash and only cash; no other payment method will be accepted.
- If paying the balance on the day then payment will be required as soon as the car and driver get to the first pick up point; failure to pay will mean that our driver will leave with the car.

Cancellations & Refunds

1. Any advance payments made will be non-refundable; unless you're cancelled date can be replaced with a booking requiring the same vehicle as was booked for you and also be equal in value or higher to your booking.

Terms and Conditions of Sale

1. Every effort will be made by A1 Phantoms to ensure that vehicle(s) or Sub-Contractor vehicle(s) arrive on time, however A1 Phantoms accept no responsibility for delays, however caused.
2. In the event of any claim against A1 Phantoms arising out of their performance of hire, the company's liability shall be limited to a refund not exceeding 20% of the total cost of the journey.
3. Every effort will be made by A1 Phantoms to provide the client with the car that

they have specified at the time of booking, but if due to any unforeseen circumstance/problem arising with the specified car that was booked, the companies duty and responsibility to its clients is to provide a similar replacement car which is of equal or higher standing to the car that was initially booked.

4. All customers' properties and valuables are carried entirely at their own risk and A1 Phantoms shall not be held responsible/liable for any loss/damage to such property.

5. The price stated on the accompanying invoice is the total price for your requested journey(s) according to the information as contained within the invoice and does not take into account any changes if any are made without the prior notification of the company A1 Phantoms). Any changes will incur additional charges which will be based according to the car being hired, any additional time, any additional journey(s), and any additional mileage. Any additional charges incurred will need to be cleared in full and in cash on the day of the booking.

6. A1 Phantoms and its chauffeurs have the right to refuse to carry any passenger who is thought to be under the influence of alcohol or drugs and whose behaviour poses a threat either to the Chauffeur, the vehicle or any other passenger(s).

7. A1 Phantoms maintain a strict non-smoking policy in all its vehicles.

8. The duration of hire starts from the designated pick up time as stated in the accompanying invoice and any hire which does not finish within its agreed hire period will incur additional waiting time charges which will be billed per hour or part of the hour and these charges will need to be cleared on the day via cash only. Waiting time charges will vary depending on the car you have hired.

9. Clients are responsible for any damage they cause to the interior and or exterior of a vehicle on hire to them and will be billed accordingly for any repair or valeting required in order to reinstate a vehicle to working order.

10. The driver will abide with all traffic and parking laws and will not and should be told to break any laws to suit your wedding day needs. Any parking contraventions or parking penalty charges incurred through the direct intervention and order of the hirer will result in the hirer being liable for any resulting charges.

If you are unclear with regards to any of the terms and conditions stated above then please do not hesitate to contact us and we will be glad to clear any confusions.

Regards Management

A1 Phantoms

Updated 04/10/2011