

# Nene Valley Weddings

## Terms and Conditions

**Acceptance of Services:** Customers accepting our services digitally or in writing are entering into a legally binding contract.

**Reservation:** Bookings are confirmed once the deposit has been paid. Deposits must be paid within seven days of receipt of the invoice, cars can only be held for up to seven days without deposit being paid. The Customer is responsible for ensuring that all information provided on the booking form is correct regarding dates, times, addresses etc. All amendments to booking form must be in writing and may be subject to an administration charge.

**Deposit:** A minimum, non-refundable deposit of £100 is required. Balance is due 6 weeks before wedding date shown on booking form. Failure to pay the balance may result in total amount of monies being paid, plus 3% monthly interest (compound) charge on outstanding balance.

**Short Notice Booking:** We may be able to book vehicles at short notice, for these bookings (made within 6 weeks of the service) the full balance will be due at the time of booking.

**Cancellations:** Cancellations must be made in writing. Cancellations may incur a cancellation fee. The following cancellation fees are for guidance - Cancellation of wedding: Less than 20 weeks but more than 10 weeks a 50% of the balance is due. Less than 10 weeks all of the balance is due.

**Mileage Allowance:** At Nene Valley Weddings our package includes a basic 50 mile allowance starting from our base, any additional mileage will be charged at the standard rate of 50 pence per mile thereafter.

**Time allowance:** Our package comprises of a four hour slot starting from the arrival at the first pick up point, customers requiring additional time must arrange this with Nene Valley Weddings prior to the booking date – charged at £50 per half hour thereafter. Customers not disclosing this information on booking or at a later date before the booking date may not be accommodated and Nene Valley Weddings will not accept any liability for disappointment caused.

**Timeliness / Punctuality:** We will make every effort to arrive punctually at your address and destination, we will not be held responsible for late arrival or cancellation due to circumstances beyond our control. Nene Valley Weddings will not be responsible for any loss or consequential loss that a delay might cause through missed connections, cancelled functions or engagements.

**Breakdown:** In the unlikely event of a breakdown the company will endeavour to supply an alternative vehicle with a similar specification for your journey. If we are unable to supply a similar vehicle we will offer a full refund of the hire price or offer a lesser vehicle and a part refund. The company will not be responsible for any impact that a delay might cause through missed connections, cancelled functions or engagements. The company recommend that you are covered with adequate travel insurance.

**Bad Weather / Road Conditions:** Nene Valley Weddings reserves the right to cancel or amend booked services without notice due to bad weather conditions including snow, ice and fog. Nene Valley Weddings will not be held responsible for any inconvenience or disappointment caused by unforeseen circumstances of bad weather or road conditions. Our classic vehicles do not have modern protective features for extreme road condition and this policy ensures customer safety. Wherever possible we will supply a modern alternative car under these circumstances.

**Decoration Policy:** Nene Valley Weddings have a strict no customer decoration policy in or around all our vehicles. All of our vehicles will be clean inside and out and decorated with silk flowers on the rear parcel shelf and ribbons matching the colour scheme specified at point of booking. Chauffeurs will be dressed in appropriate attire. Additional customer decoration inside or outside the vehicles is not permitted.

**Photography:** Photography is an integral element of the Nene Valley Weddings package. The photos we take in journey are taken at 20 second intervals and all images are provided to the customer copyright free. As with all technical equipment there is potential for failure (technical or user related), if for any reason we are unable to supply images of the journey we will refund no greater than £100 of the hire price. Nene Valley Weddings cannot be held responsible for customer dissatisfaction with quality or content of images captured in journey. We retain the right to use any images captured for company literature and marketing unless formally instructed to the contrary. If you do not wish to have your images used please make us aware of this in writing when paying the deposit or balance of the service.

**Service:** In usual circumstances, the booking form/ wedding hire contract is for the collection and of the Bride and her Father/ Guardian from their designated collection address and onward transportation to the Church. It also covers the journey of the newlyweds from the Church to the designated reception venue. On occasions, at the sole discretion of the company, there may be other special instructions or services that are supplied, by special request, on a 'no cost' Goodwill basis. Customers should be aware that extras that have not been charged for are strictly excluded from the contract, invoice or any refund which may occur. Therefore, no refund is ever due, in any circumstances, where a discretionary item is cancelled or unavailable for whatever reason.

**Food, Drink and Smoking:** Food and drink are not allowed in our vehicles. UK Law prohibits smoking in vehicles used by the public – Nene Valley Weddings adopts a strict No Smoking policy.

**Route:** Our Chauffeurs will choose the route based on experience, knowledge of the local area and use of satellite navigation, they will accept a route requested by the principal hirer, however, should this result in extra mileage or time being added to the journey a charge may be made. Requests made "on the day" for changes in the agreed route will not be permitted.

**Alterations:** Any alterations made to the booking on the day of the service may not be honoured if that conflicts with another booking. Any addition made to the booking once the booking form has been submitted and returned (i.e. additional journeys) are chargeable and the customer will be further invoiced. Should the customer require a date change to the original booking, this will incur a £30 surcharge plus any further additional costs due to extra mileage and or time required.

**Conduct:** The principal hirer will be responsible for the conduct of all passengers during the service and Nene Valley Weddings reserves the right to invoice or make a charge to the hirer for any losses or damage sustained to any part of the vehicle caused by any passenger, guest or a third party incited to cause damage to the vehicle. A minimum charge of £150 will be applied to cover valet costs should fouling be caused by any passenger.

**Anti-Social Behaviour:** Violence, foul language, intimidation antagonism or any form of anti-social behaviour towards the Chauffeur or any member of staff will not be tolerated and will result in the immediate termination of the service and an immediate report being submitted to the Police. Acts of vandalism or malicious damage caused to the vehicle will face prosecution.

**Possessions:** Our Chauffeurs will check the vehicle for passengers' belongings left in the vehicle after a service. However, the Company cannot be held responsible for any item broken during the journey or left in the vehicle after the service. It is up to the hirer to ensure they have all their belongings at the end of the service.

**Discretion:** The Company offers a policy of total discretion for all clients, our Chauffeurs will not discuss who travelled with us, to where or with whom unless authorised by you to do so. The exception to this policy is photography for company promotional purposes.

**Price to Pay:** The Company is not registered for VAT which means the price quoted is the amount due. There are no extras to pay unless extra services are requested on the day of the service, these requests are at the discretion of the Company and will be charged per our terms and conditions.

**Insurance:** To prepare for all eventualities Nene Valley Weddings recommend that the customer obtains appropriate Wedding Insurance cover.

**Amendments to Terms and Conditions:** We reserve the right to add or amend our Terms and Conditions at any time.