

**NTD Chauffeur Services Ltd**  
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Company No. 6735886  
VAT No. 973 0725 11

### **Terms and Conditions – Chauffeur Driven Service**

**Bookings:**

Bookings can be accepted by email, telephone or fax. Confirmation will be sent by email and/or telephone usually within 24 hours.  
If the booking is less than 12 hours in advance, you should telephone the office to confirm the booking has been received and processed.

**Pricing:**

Services will be charged as per quotations provided. If the job changes significantly the quotation will be recalculated and confirmed with the client.  
Waiting time will be charged at £30 per hour, plus VAT, after the first 15 minutes of agreed collection time.  
Any parking fees, or expenses requested by the client will be added to the bill at cost, with copy receipts if requested.

**Airport collections:**

The driver will meet the clients in the arrivals hall with a name banner, unless otherwise arranged at the time of booking.  
Waiting time of up to one hour, from flight arrival is included in the price. Any additional time will be added as per our pricing structure.

**Cancellation fees:**

Unfortunately cancellation fees will be charged where there is less than 24 hours notice:  
Airport transfer: full charge  
As directed: 4 hours minimum fee

**Billing and payment:**

Invoices will be sent by email or post at the end of the month for services completed. Please notify the office if you need individual invoices for each job.

Payment is requested 15 days from invoice, unless otherwise agreed. Bank details are detailed on the invoice for BACS or internet payments.

Credit and debit card transactions are acceptable payment by telephone, and subject to a transaction fee. Receipts for card payments will be posted to the client.

**Drivers:**

All our drivers are CRB checked and licensed for Private Hire work. If you have a complaint about any driver or their conduct, please write to the office by email or post, where your complaint will be followed up by the Managing Director of the business.

**Vehicles:**

By law smoking is not permitted by drivers or passengers in any of our vehicles.

Passengers maybe held liable for the cost of repairing any damage caused to the vehicles (interior or exterior). This may include damage through careless operation or spillage of food or drink in the vehicles. Any additional valet charges maybe added to the invoice accordingly.

All our vehicles are fitted with seatbelts and it is the passenger's responsibility to ensure they are worn at all times whilst in the vehicle. Any children under the age of 14 travelling are the responsibility of the accompanying adults. We cannot provide child or baby seats, but welcome parents to put their own in our vehicles, which we will take care of until their return journey.

**Baggage:**

Passengers are at all times entirely responsible for the whereabouts and safekeeping of their luggage and personal effects. We can accept no liability for loss or damage at any time or under any circumstances.

All suitcases and luggage must be placed in the boot of the vehicle. Hand luggage may be carried inside the vehicle if required.

**Unacceptable conduct:**

We reserve the right to terminate the service provision at any time if our drivers are subjected to threatening, abusive, unlawful or inappropriate behaviour, or any other circumstances when a passenger's conduct may prejudice the safety of themselves or the driver.

**Private Hire License and Insurance:**

A copy of our license and insurance details are available on request.