



Terms and Conditions of Wedding Car Hire

The following terms and conditions will apply to bookings made by you, the customer.

We are Charles Stephens Ltd a company registered in England and Wales under number 408721 whose registered office is at 215 Bebington Road, Rock Ferry, Wirral, Merseyside CH42 4QA. Telephone number 0151 645 4396.

1. A booking will be considered confirmed with Charles Stephens once both the deposit has been paid and booking form has been signed and received. A non-refundable deposit of 50% of the total charge will secure the vehicle/s on the agreed date.
2. A written confirmation will be sent as a receipt of any deposit or booking. Any outstanding balance is required to be paid 30 days before the wedding day or civil ceremony. Our drivers will not accept cash payments for any outstanding balances on the day of the ceremony.
3. Any cancellations must be made in writing to Charles Stephens. All cancellations may incur a charge. (The minimum is the 50% deposit). Should the customer (you) cancel 30 days prior to the agreed wedding/ceremony date, then the outstanding balance, minus the deposit is still due in full. If we manage to secure another booking for the same day we will refund you the balance less the 50 % deposit once we have received full payment from the new customer.
4. In the event of the customer changing the date of a confirmed booking we will transfer the booking fee to the new date subject to availability. However, if the new date is unavailable the customer will forfeit the 50% deposit.
5. In the event that the customer changes the date within 30 clear days of the original agreed wedding date/ceremony, and the new date required is unavailable; then the full balance of the original hire will still be due in full.
6. Whilst every effort is made to provide the vehicle booked Charles Stephens reserves the right to substitute vehicles in the event of an unforeseen mechanical failure or other circumstances beyond our control. Vehicles of a lesser hire charge will entitle the customer to a refund of the difference. Where a vehicle of a higher hire charge is substituted no extra will be charged to the customer. In the very rare event a mechanical failure/breakdown takes place on route to the ceremony, every possible effort will be made by Charles Stephens to secure alternative transport. 6a*) In the extremely unlikely event of a delay leading to a missed ceremony, a full refund will be offered, including deposit. 6b*) If there is a mechanical issue/breakdown following the ceremony that prevents any member of the bridal party reaching the reception then a refund will be offered dependent on the proportion of the journey that has been missed and taking into account the loss of

any photographic opportunities lost that were due to be taken at the reception venue. The refund offered will also be dependent on which members of the bridal party are affected.

Charles Stephens advise that full wedding insurance is taken to cover such an eventuality.

6a/b*) No further compensation will be made or paid and no liability will be accepted by the company in either of these events.

7. All our vehicles and chauffeurs will be immaculately presented. The chauffeurs will politely decline any offer of alcoholic drinks whilst working. The cars will be decorated appropriately for your wedding/ceremony. Special requests can be considered, a small cost may be incurred.

8. We understand the complexities of the day and timings involved and our chauffeurs are likely to arrive earlier than the specified arrival time in your confirmation letter. May we ask politely that the customer ensures that all passengers will be ready for departure at the agreed specified departure time. Please note that the vehicles will only carry the maximum number of passengers they are insured to carry. The Rolls Royce Ghost 4 people, Jaguar XJ Limousines 7 people.

9. Charles Stephens cannot be held responsible if the wedding/ceremony is completely missed due to the time keeping of the wedding/ceremony party or guests or any act of God.

10. We have quoted a price on the information provided at the time of booking and have calculated the time required for your wedding or civil ceremony. We have been generous in our estimates however; in the rare event that a significant amount of extra time be required an additional charge may be made proportionate to the original booking quote. Should the wedding or civil ceremony significantly over run for a reason outside your control no extra charge will be made.

11. Charles Stephens will select the route(s) required based on local knowledge and/or satellite navigation, unless otherwise specified by the customer. The drivers will use their judgement driving at a lawful, safe and sensible speed in relation to the road and weather conditions.

12. Whilst every effort will be made to arrive at scheduled locations in good time, no responsibility can be taken for unforeseen road closures or for restrictions relating to vehicle access to any location or unforeseen physical delays on route to the ceremony or adverse weather conditions. We cannot be held responsible for late arrival or cancellation due to any other circumstances beyond our immediate control.

13. The customer is responsible for any accidental or intentional damage caused to the vehicle(s) by themselves and/or their wedding guests. A minimum charge of £100 will be charged to cover the valet costs should damage be caused by any passenger through illness or drink other than that provided by Charles Stephens.

14. We advise that smoking is prohibited in all vehicles. We cannot be held responsible for any adverse medical reaction or allergy to anything consumed whilst in the vehicles, or subsequently later or any injury or loss caused through excess consumption of alcohol. All items left in the vehicles are at the owners own risk and no responsibility will be taken for their loss or damage. Every effort will be made by our drivers to reunite any property found to the members of the customer's party.

15. All our vehicles are fitted with appropriate seat belts. The law requires all passengers to wear seat belts, although politely done, this will be required. Should a passenger under the age of 4 be required to be transported it is the customer's responsibility to provide appropriate car seat(s).

Charles Stephens are happy to transfer small children between 4 and 12 years old, but only when an appropriate child seat has been fitted by a parent or guardian. Our drivers will not be responsible for the fitting of child seats.

16 . All passengers are requested to make sure that all belongings are with them before vacating the vehicle(s). Valuables should not be left in the vehicle(s) during the ceremony. Every effort is made to ensure against damage to or loss of property of the customer or any member of the wedding party when either stationary or travelling in our vehicles. Every effort is made to ensure our vehicles are safe to travel in and free from any defect. Charles Stephens cannot accept responsibility to any damage to property belonging to any member of the wedding party caused by any part of any vehicle or by any staff member; unless it can be proven we were knowingly negligent or reckless.

17. Charles Stephens may take photographs for their own promotional use, they may appear on our social media sites and website and by signing these conditions the customer has given Charles Stephens permission to do so, we will own and retain copyright of any image taken but will happily share with anyone seeking a copy.

18. We reserve the right to amend our Terms and Conditions at any time.

19. As you will be aware the new General Data Protection Regulation (GDPR) came into force on the 25th May 2018. Please visit our website www.charles-stephens.com to read our Privacy Policy.

20. By signing and returning your booking form you will have deemed to have agreed and accepted the above terms and conditions.

Thank you for booking with Charles Stephens, we enjoy our work and look forward to seeing you and your families on your special day.