



# Gunwharf Executive Travel – Terms & Conditions

By confirming a booking, the client agrees to the following Terms & Conditions.

## 1. Scope of Services & Charging Structure

All bookings are charged on a garage-to-garage basis unless explicitly agreed otherwise in writing. This means hire time commences when the vehicle leaves base and concludes when it returns to base. Airport and cruise transfers are typically offered on a fixed-fare basis, as agreed at the time of booking. However, these remain subject to these Terms & Conditions and may be adjusted where journey details differ from those originally agreed.

## 2. Payment Terms

All charges are payable in advance unless otherwise agreed. A 25% deposit is required to secure all bookings, with the remaining balance due 7–10 days prior to travel. Payments may be made via Bank Transfer (BACS) or secure payment link (Stripe – debit/credit card).

## 3. Vehicle & Chauffeur Allocation

Whilst every effort will be made to provide the same vehicle and chauffeur, Gunwharf Executive Travel reserves the right to substitute vehicles or chauffeurs as required to fulfil the booking.

## 4. Driver Control

Only chauffeurs authorised by Gunwharf Executive Travel are permitted to drive company vehicles.

## 5. Insurance & Liability

Gunwharf Executive Travel maintains appropriate passenger, third-party and public liability insurance.

## 6. Delays

Gunwharf Executive Travel accepts no responsibility for delays howsoever caused.

## 7. Parking & Additional Charges

All parking fees, tolls, congestion charges, drop-off fees or any other applicable costs will be charged to the client at cost.



## **8. Driving Standards**

Chauffeurs will drive at reasonable and safe speeds in accordance with road conditions, traffic and legal requirements at all times.

## **9. Route Selection**

The chauffeur will take the most appropriate and efficient route based on road conditions and traffic at the time. No adjustment will be made on the basis that an alternative route may have been shorter.

## **10. Luggage**

A reasonable amount of passenger luggage is permitted. All luggage and personal property are carried entirely at the client's risk. Gunwharf Executive Travel accepts no responsibility for loss or damage howsoever caused.

## **11. Cancellations**

Within 24 hours of hire: 100% charge Within 48 hours of hire: 50% charge More than 48 hours: £25 administration fee

## **12. Overnight Charges**

Overnight chauffeur expenses, where required, will be charged at £100 per night.

## **13. Payment Methods**

We accept payments via Bank Transfer (BACS) and credit/debit card (including American Express, Visa and Mastercard).

## **14. Privacy**

We do not store credit card details nor share customer information with third parties.

## **15. Account Facilities**

Account facilities may be available to approved clients at the discretion of Gunwharf Executive Travel.



## **16. Additional Time & Mileage**

Any time or mileage exceeding that agreed at the time of booking will be charged at the prevailing hourly or mileage rate, whichever is greater.

## **17. Wait & Return / Ongoing Hire**

For bookings involving waiting and return journeys (including airports, cruise terminals, business meetings, events or tours), the vehicle and chauffeur remain on hire throughout. Charging continues for the full duration of the booking, irrespective of whether the client is in the vehicle.

## **18. Pricing & Charges**

All prices are subject to alteration without notice prior to booking confirmation. All hire charges may be rounded up to the nearest 30 minutes.

## **19. Vehicle Condition & Cleaning**

Passengers will be charged in full for any cleaning, repair or loss of earnings resulting from damage to the vehicle, excessive soiling, or the presence of bodily fluids.