



TERMS AND CONDITIONS

Definitions

'the Company' refers to S & S Travel Services Ltd and any identities it may trade under.

'the customer' - Indicates a reference to You, your travelling party, and any persons associated with booking.

1. Bookings

By placing a booking with S & S Travel Services Ltd, you confirm that you have read, understood and agree to abide by the following published Terms and Conditions (Sections 2-14).

By asking us to confirm your booking, you are accepting the terms of this agreement, which incorporate the information, restrictions and obligations detailed herein. You thereby agree to abide to the entire agreement between S & S Travel Services Ltd and yourself with regards to your booking and travel arrangements. This consent also includes us processing personal information about you and other members of your party, should this be provided to us.

Terms used within 'the customer' booking may affect the type of hire YOU have booked. Unless indicated upon 'the customer' booking form, any requests made at the time of booking must be detailed on 'the customer' confirmation. If something appears to be incorrect, or indeed missing, then please reply to 'the customer' booking confirmation E-mail with the correct details.

Your contract with S & S Travel Services Ltd is subject UK laws and jurisdiction.

2. Payment

All bookings must be paid in full no later than 7 days prior to travel by 'the customer' unless prior agreement has been made to extend this or 'the customer' holds an account with 'the company'. All bookings must be made by, and under the name of, the card holder 'the customer', who will be named as party leader. 'The company' must speak to the card holder to confirm identity prior to any payment being taken by 'the company'. We may also request 'the customer' year of birth ONLY, prior to 'the customer' booking being accepted.

A booking will not be deemed confirmed by 'the company' unless a deposit or the full amount has been paid by 'the customer'.



3. Fraud

S & S Travel Services Ltd reserves the right to refuse or terminate a booking should we believe that a booking has been placed using deceptive or fraudulent means. We will additionally instruct relevant authorities to deceptive methods used to obtain products or services with 'the company' by 'the customer' or any member of 'the customer's party'.

4. Force Majeure

S & S Travel Services Ltd will not be held responsible for financial or personal loss to 'the customer' or 'the customer' group in the event of mechanical failures and events beyond 'the company' control.

Events beyond 'the company' control include (but are not limited too) war, threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, technical problems with transport including changes due to rescheduling or cancellation of hire by S & S Travel Services Ltd or alteration of the vehicle or vehicle type for reasons beyond 'the company' control, closed or congested roads, villages, towns and cities, hurricanes, other actual or potential severe weather conditions (whether materialised or not), and any other similar events. Whether this affects timings of pick-ups and/or cancellation of the hire by 'the company' at immediate or limited notice to 'the customer', whether 'the customer' hire period has indeed begun or not.

5. Cancellation by 'the customer'

Cancellation's will only be accepted via Telephone Conversation with 'the customer' (the named Party Leader) and must be confirmed in writing to 'the company' by letter or email from 'the customer'.

These charges are based on how many days before 'the customer's booked travel date 'the company' receive 'the customer' cancellation notice. These charges are a percentage of the total cost of 'the customer' booking – 'the customer' deposit is retained on any cancellation, however the % payable will be based upon the total amount originally quoted including the deposit.

More than 30 days Loss of Deposit Only

- **29 - 22 days 25% of Total Booking Cost**
- **21 - 15 days 50% of Total Booking Cost**
- **14 - 8 days 75% of Total Booking Cost**
- **7 - 0 days 100% of Total Booking Cost**



6. Amendments

Amendments to 'the' booking are permitted no later than 7 days prior to hire.

An amendment is classed as a change to your original booking, requiring a new booking confirmation to be issued by 'the company'. Please note that in some instances, a major change (such as dates, times and changes by 'the customer' to the vehicle hired) will be classed as a cancellation, and our cancellation policy (Section 5) will apply accordingly.

An amendment fee is charged for each amendment made to 'the customer' booking and will be charged in addition to any amendment costs resulting in an increase or decrease of the cost of hire. All amendments charges quoted are PLUS VAT at 20%. Please note that any amendments MUST be made prior to your booking. Amendments will be subject to availability.

Should we be unable to proceed with an amendment, and you wish to cancel your booking, our standard cancellation policy will apply, in line with your original booking.

- **Change of Pick-Up Address £5.00**
- **Change of Destination Address (Local area only) £5.00**
- **Change of Pick-Up Date £5.00**
- **Change of Return Date £5.00**
- **Change of Pick-Up Time (Same Day if possible) £10.00**
- **Change of Drop-Off Time (Same Day if possible) £10.00**
- **Change of Pick-Up Date & Time (Alternative Day) £25.00**
- **Change of Return Date & Time (Alternative Day) £25.00**
- **Change in number of Passengers £5.00**
- **Change in number of Passengers & Change to Vehicle TYPE booked (Resulting in upgrade to Vehicle Size / Specification) £25.00**
- **Change in number of Passengers & Change to Vehicle TYPE booked (Resulting in downgrade to Vehicle Size / Specification) £25.00**
- **Change to Vehicle Type (Upgrade Vehicle Size / Spec) £10.00**
- **Change to Vehicle Type (Downgrade Vehicle Size / Spec) £25.00**

7. Changes to Vehicle

'The company' reserves the right to change the vehicle requested for hire by 'the customer' at any time. This includes (but is not limited to) the colour and the style of the vehicle (including model type). 'The company' will only do so if we feel the requested vehicle is unfit to carry 'the customer' and 'the customer's party and will do our best to replace the vehicle with an identical model; however we cannot guarantee to do so. 'The company' will select a vehicle based on the number of passengers that 'the customer' has booked and to which it is designed for. By placing a booking with S & S Travel Services Ltd, 'the customer' is confirming that they accept this policy, and 'the company' will not be held responsible for any claims regarding this policy by 'the customer' against 'the company'.



8. Smoking and Prohibited Substances

Use of prohibited substances and smoking in any of our vehicles is banned at all times. Should our drivers become aware of any such transgressions from you or any of your travelling group, S & S Travel Services Ltd reserves the right to cancel the hire with immediate effect and eject all passengers at the first safe place to do so. S & S Travel Services Ltd will not be held accountable for any resulting travel costs and will inform relevant authorities; passing on relative booking details for breaches of UK Law. This includes the Smoking Law in the UK. 'The customer' indemnifies 'the company' to do so, by agreeing to these Terms and Conditions.

9. Damage

Any damage caused to the vehicle by 'the customer' or any member of 'the customer's party shall become the sole responsibility of 'the customer'. Any costs associated with repairs and damage must be paid for by 'the customer' in the time frame agreed upon with us. An additional daily charge may be imposed should the vehicle be taken out of commission. A daily hire rate effective to that vehicle will be imposed. Criminal Damage may be reported to the relevant persons/authorities, should we feel this is necessary.

10. Complaints

If 'the customer' has a complaint about your arrangements whilst travelling, you should contact us as soon as possible by telephone. If 'the customer' is still not satisfied on their return, 'the customer' must write to 'the company' Customer Service Department at the address given at the end of these Terms and Conditions, or email us by replying to 'the customer' original booking, within 7 days travel date return. Please write your booking reference number on 'the customer' letter or e-mail, and include your daytime and evening telephone numbers.

11. Conduct While Travelling.

S & S Travel Services Ltd reserves the right to refuse to accept or continue dealing with you as a customer, if you or any of your groups behaviour is disruptive, or should 'the customer' any member of your group appear to be under the influence of prohibited (or licensed) substances causing a detrimental effect on you or any member of your party.

Additionally racially aggravated, sexist and other derogatory comments and behaviour will not be tolerated under **ANY** circumstances. If a driver deems any person(s) travelling in 'the customer' group to be posing a danger, or act in an inappropriate manner to our driver, any vehicle belonging to 'the company' or any other member of 'the customer' group, 'the company' reserves the right to terminate the booking with immediate effect at the safest point to do so. They may also be instructed to do so by 'the company' office, should such advice be sought by the driver or any of our employees. No refund will be given in these circumstances and 'the company' cannot be held responsible for any associated costs incurred by 'the customer' or 'the customer's group. No correspondence will be entered into by 'the company' should this situation arise.



This additionally applies prior and post travel including threatening or abusive behaviour towards S & S Travel Services Ltd staff, on the telephone, in writing or in person. If 'the customer' or any member of 'the customer' party are disruptive and this means you or members of your group are not allowed to board the vehicle outbound from your pickup, we will treat 'the customer' booking as cancelled by 'the customer' from that moment, and 'the customer' will have to pay full cancellation charges (see section 5). If this occurs at the destination point then 'the customer' will become responsible for their own return home and any other members of 'the customer' group who cannot or will not travel without 'the customer'. NO refunds or compensation will be paid to 'the customer' or 'the customer' party and additionally, 'the company' may make a claim against 'the customer' for any costs and expenses incurred as a result of your or any member of your parties behaviour e.g. the cost of diverting the vehicle for you or your party. Criminal proceedings may also be instigated by 'the company' against 'the customer'.

12. Insurances.

S & S Travel Services Ltd recommends adequate insurances are in place for events and special occasions booked by the customer. Therefore 'the company' recommend 'the customer' speak to their insurance advisor to ensure adequate cover is arranged for their event /occasion. 'The company' are not authorised to discuss relevant insurance options with 'the customer', nor do 'the company' offer this type of insurance, and are unable to offer guidance on obtaining cover.

13.Changes to terms and conditions

S & S Travel Services Ltd reserves the right to alter or amend these terms and conditions at any time. Should 'the company' decide to do so; 'the company' will e-mail these changes to 'the customer' no less than 10 days prior to 'the customer' travel date. 'The customer' has 7 Days in which to raise an objection to the amendments. Should 'the company' not receive a reply from 'the customer' then 'the company' will assume 'the customer' has accepted our new terms and conditions, and no correspondence will be entered in to.

13. Consumer Rights

No part of these Terms and Conditions affects 'the customer' rights as a consumer. These Terms and Conditions are in addition to 'the customer' rights as a consumer.