

Generic Terms and Conditions

Confirmations - All reservations have a unique reference number. For any alterations or cancellations, please refer to your reference number. Hackett & Hackett International may be able to accept amendments to reservations less than 24 hours prior to pick up, however this may result in a rate change. All amendments to reservations must be emailed to our reservations team on (res@HackettAndHackett.co.uk)

Cancellation Charges - You have the right to cancel your reservation for a **10%** charge up to **24 hours prior** to pick up. If **less than 24 hours'** notice is given, **the penalty is 100%**. You will not be eligible for a refund and a cancellation invoice will be supplied on request. If you give us less than 24 hours' notice, in some instances, (e.g., If we have not assigned a chauffeur to your reservation) and you wish to change the date of your transfer or as directed service with us then no additional charges will apply.

Cancellation Charges (National Reservations) - Cancellations for national reservations vary from 24 hours all the way to 7 days dependent upon the time of year. When large sporting events and concerts are on its always best to book as early as possible to secure your vehicle.

Cancellation Charges (International Reservations) - Cancellations for international reservations vary dependent upon the individual country and vehicle class. Please **always check the cancellation policy for the country you are booking in before making a payment.**

Speciality Vehicles for Transfers, One-Day Tours, Multi-Day Tours and Weddings - Cancellation for speciality vehicles (e.g., SUV, JET and ELITE class) are seven days. If you cancel **less than seven days in advance, the penalty is 100%**. You will not be eligible for a refund and a cancellation invoice will be supplied on request.

Waiting Time – We understand that third-party circumstances may not allow you to reach the pickup location on time. This is why we provide a free waiting time service. We provide **60 minutes free** waiting time for all airport pickups (**from when the flight lands**) and **15 minutes for all other pickups**. Waiting time after the free allowance is billed on a per minute basis, dependent upon vehicle class.

No Shows - If the client fails to arrive at his/her collection point, **No Refund will be issued**. We will always try to make contact with the client and/or the booking contact before the chauffeur is instructed to leave.

Prices - The booked price is guaranteed to remain the same as quoted at the time of reservation as long as no alteration has been made to the itinerary after the reservation has been made. Extra journeys or duties requested by clients on the day will be charged as below:

One-Way Transfers - If a ride is spontaneously lengthened, the service will be newly calculated and priced according to our additional stop price structure.

As Directed Hire (London) - A distance of 10 miles/hour is included in the hourly hire price. Additional miles will be charged as per our additional mile price structure dependent upon vehicle class.

As Directed Hire (National) - All national as directed bookings are charged as starting and finishing from the Hackett & Hackett Central London office with a minimum of six hours. We do not charge an additional mileage rate for national as directed hire. Please always **re-confirm the cancellation policy for national bookings and ensure you book as early as possible to guarantee availability.**

Tolls - Additional costs incurred on the journey including Tunnel/Train and Motorway Tolls will be charged at cost.

Government Fees - Additional costs incurred on the journey including Congestion Charges, parking, and drop-off charges will be charged at cost.

Smoking – We operate a strict No Smoking policy in all of our vehicles. This includes e-cigarettes and vapes.

Responsibility - Hackett & Hackett International does not accept responsibility for delays caused by:

- Heavy traffic congestion, road closures, roadworks, accidents and route diversions.
- Extreme and adverse weather conditions, national security alerts and natural disasters.
- Vehicle break downs and other such factors that are outside of our control.

Luggage - The client shall be responsible for their luggage and personal items at all times and shall ensure that they are loaded into the vehicle prior to the commencement of the service and unloaded from the vehicle upon completion of the service. The carrier will accept no responsibility for any loss or damage to luggage and personal items or consequential losses arising as a result of luggage and personal items that are not loaded or unloaded from the vehicle.

Lost Property - We shall not be responsible for any property left by clients in any of our vehicles. Where property is found, it will be stored by us for a period of 30 days and thereafter we shall be entitled to return, sell destroy or otherwise dispose of such property as we see fit. A charge will be levied to return the misplaced property.

Liability – Our liability is limited to **£100 per reservation**. This insurance is for public liability and excludes travel insurance.

Punctuality – It is the client's responsibility to ensure that they arrive at the designated pickup point on time. We take no responsibility for lateness caused by clients themselves being late.

Damage - If any of our vehicles are damaged or soiled as a result of a passenger's actions, we will charge the client fully for the amount to rectify the vehicle and for time lost whilst the vehicle was taken out of the fleet.

Gratuities - Gratuities are at the client's discretion and are not included in the price. If the client wishes to make a gratuity payment, he/she may request this be charged at their discretion or paid directly to the chauffeur in cash after the service has been carried out.

International Payments - Must be shown as **CLEARED FUNDS** before our services are deployed as delays in processing are dependent on the country of origin.

DURING SERVICE THE METROPOLITAN AREA OF LONDON TRANSPORT FOR LONDON CONDUCT ON-THE-SPOT CHECKS. WE HAVE NO JURISDICTION OVER THIS AS COMPLIANCE MUST BE FOLLOWED. THIS CAN CAUSE DELAYS WITH US HAVING NO CONTROL OVER THESE LEGAL CHECKS. THANK YOU FOR YOUR ANTICIPATED UNDERSTANDING.

Hackett & Hackett International would like to thank you for your custom, wish you a pleasant journey and would also like to thank you for taking the time to read our Terms & Conditions.

Hackett & Hackett International Group Limited

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