

Executive Terms and Conditions

Booking Process

The booking price is the agreed amount once arrangements have been established taking into consideration route, mileage and journey time and any extra requirements that you may have requested.

We cannot accept bookings from anyone under the age of 16.

Payment must be received in full prior to the hire date, or by the credit terms specified on your invoice. Failure to make payment with these terms may result in your booking being forfeited. All amendments to the original booking must be in writing.

UPH Ltd offers a policy of total discretion for all clients, our Chauffeurs will not discuss who travelled with us, to where or with whom unless authorised by you to do so.

A 50% non-refundable deposit is payable upon booking and will be forfeited should the booking be cancelled. The remaining balance must be paid in full two weeks before the date of the transfer. Please note that if the remaining balance is not paid then you will forfeit the deposit and the date will become available for general release.

Payment

Payments can be made by:

- Bank transfer
- International bank transfer
- Credit/debit card
- Cheque
- Cash in GBP Sterling

Please make cheques payable to:

Ultimate Private Hire Ltd
Unit 8 Crest Business Centre
2 Glen Tye Road
Broadleys Business Park
Stirling FK7 7LH

Bank Details:

Royal Bank of Scotland
A/C Name - Ultimate Private Hire Ltd
A/C Number - 00796138 Sort Code - 83-27-09
BIC - RBOS GB 2L
IBAN - GB04 RBOS8327 0900 7961 38

We may be able to provide vehicles at short notice. For these bookings the full balance will be due at the time of booking. Any alterations made to the journeys on the day of hire may incur an additional charge or may not be completed if conflicting with another booking.

Delays & Breakdowns

Whilst every effort is taken in finding the best routes for your journey circumstances beyond our control may arise. Road works, local events, rural activities, road closures, accidents and even the weather can effect journey times. Any delays en-route to any location is beyond our control and is accepted as unforeseen circumstances and this is accepted by the hirer at the time of making their booking. No Liability or costs can be accepted by UPH the supplier for any additional costs incurred by the Hirer arising from any of the above.

In the unlikely event of a breakdown UPH Ltd will endeavour to supply an alternative vehicle with a similar specification for your journey. If we are unable to supply a similar vehicle we will offer a full refund of the hire price or offer a lesser vehicle and a part refund. UPH Ltd will not be responsible for any impact that a delay might cause through missed connections, cancelled functions or engagements. The company recommends that you are covered with adequate travel insurance.

UPH Ltd may, when required, provide a subcontracted vehicle(s).

Insurance & Liability

Ultimate Private Hire Ltd holds full public liability insurance, as required by Scottish law.

No food or drink will be allowed in the vehicles unless prior consent has been given by the company or driver(s).

UPH Ltd maintains a strict non-smoking policy in all vehicles and, if broken, a charge will be added to the client's bill.

The client(s) will be held responsible for any damage caused to the interior and/or exterior of a vehicle and will be charged accordingly for any vehicle repairs or valet required to return the vehicle to its pre-hire state.

UPH Ltd and its driver(s) have the right to refuse any client(s) who are thought to be under the influence of drugs or alcohol and who pose a threat to either the driver(s), vehicle(s) or any other passenger(s). Violence, foul language or any form of anti-social behaviour towards the drive or company will not be tolerated and may result in police involvement.

UPH Ltd will abide by all parking and traffic laws and will not break any laws if instructed by the client(s).

Every effort is taken to ensure against damage or loss. It is the hirer's responsibility to ensure that all personal items are removed from the vehicle at the end of the hire period. Once the vehicle has left its location it will not return with left items. Any item found in the vehicle will be held for 14 days from the date of hire and it will be the responsibility of the hirer to collect such items. Valuables should not be left in the vehicle at any time during the hire period.

Airport Transfers

Whilst every attempt is made to monitor flight times there may be occasions when due to security checks, baggage delays etc, additional time is taken for passengers to arrive at the driver meeting point. Clients should call their driver as soon as they know of any potential delay.

For all airport departures, we suggest that clients allow adequate time prior to their departure. UPH Ltd can accept no responsibility for missed flights that are out with our control.

All meet and greet bookings with UPH Ltd will guarantee that the client(s) will be met in arrivals by a uniformed driver carrying a name board.

UPH Ltd may, when required, provide a subcontracted vehicle.

Cancellation

A cancellation of a booking must be received in writing. No refund will be issued for cancellations received within 48 hours of the hire. Any alterations made to the booking on the day of the service or a request for additional time may incur an extra charge or may not be honoured if it conflicts with another booking.

Agreement to Terms & Conditions

Our terms and conditions are here to help you. We want you to feel comfortable with the service that we offer.

In making payment of the required deposit to secure a vehicle, date and chauffeur, you are also accepting the terms and conditions of hire and agree to be bound by them.