

UPH

WEDDING CAR SERVICE

Wedding 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 for your wedding. We cannot accept bookings from anyone under the age of 16.

Bookings are confirmed once the deposit has been paid. Deposits must be paid within seven days of receipt of the invoice, cars can only be held for up to seven days without deposit being paid. All amendments to the original booking must be in writing.

The cars will be booked exclusively for your use on the day of your wedding. It will not attend any other wedding on the same day.

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.

The remaining balance must be paid in full at least one month before the date of your wedding. 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

A non-refundable deposit of £100.00 per vehicle is required to secure your booking with the remaining half balance payable six months prior and the final balance payable one month prior to your wedding.

We may be able to provide vehicles at short notice. For these bookings (made within 6 weeks of the wedding) 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.

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 2, 24 Munro Road
Springkerse Industrial Estate
Stirling
FK7 7UU

Bank Details:

Royal Bank of Scotland
A/C Name - Ultimate Private Hire Ltd
A/C Number - 16077409 Sort Code - 83-27-09
BIC - RBOS GB 2L
IBAN – GB37 RBOS8327 0916 0774 09

Advertising

UPH Ltd may take photographs for their own promotional use. They may appear on our social media sites and website and by signing these conditions the Hirer has given UPH Ltd permission to do so. We will own and retain copyright of any image taken but will happily share with anyone seeking a copy.

Delays & Breakdowns

VEHICLE BREAKDOWN: All our luxury, prestige and classic wedding vehicles are maintained to the highest standards but we do not guarantee the performance of any vehicle. The Hirer expressly accepts upon booking that the some of our vehicles are of an age whereby they do not have the benefit of modern technology and precision engineering and therefore there is an increased risk of mechanical failure. The Proprietor is unable to accept liability for delay, breakdown or the withdrawal of vehicle(s) due to circumstances beyond our control, occurring prior to, or within the agreed hire period.

Ultimate Private Hire Limited

Unit 2, 24 Munro Road, Springkerse Industrial Estate, Stirling, FK7 7UU

Registered in Scotland No. SC389417

VAT No. 107 0974 24

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VEHICLE BREAKDOWN PRIOR TO THE DATE OF HIRE: The Proprietor reserves the right to supply a substitute vehicle(s) of similar standing, if available, should such circumstances arise. The Hirer shall be informed as soon as is practical to do so of any problems arising. Should the Hirer reject the substitute vehicle(s) of similar standing, no refund will be due. The Hirer shall not be entitled to a similar substitute vehicle and a refund. Should the substitute vehicle be of a lower hire value and accepted, the difference will be refunded. If the lower value substitute vehicle is rejected by the Hirer, the Hirer will be entitled to a refund less the deposit. Any substitute vehicle will be at the hire rate current at the time the substitution is made.

DELAYS WITHIN THE HIRE PERIOD: There can be several reasons why a vehicle may be delayed. These may include but are not limited to traffic congestion, road closures, level crossings, accidents, weather, all of which are unforeseen and beyond our control. Any delays caused by road or weather problems, as well as a temporary breakdown causing delay, are unforeseen and beyond our control and must be accepted by the Hirer before making a booking. As such, claims for refunds /compensation will not be accepted.

WEATHER: Whist every effort will be taken to uphold our responsibilities and to make your day run smoothly British weather is very unpredictable. In the event of adverse weather it will be decided by us if it is safe to operate our vehicles. Safety will always be observed and shall not be compromised. Should we feel the need to withdraw a vehicle from service due to hazardous conditions the Hirer will be notified and a suitable substitute shall be provided.

Insurance & Liability

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

Please note that the vehicles will only carry the maximum number of passengers they are insured to carry.

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.

Timings

May we ask politely that the Hirer ensures that all passengers will be ready for departure at the agreed specified departure time.

Cancellation

A cancellation of a booking must to 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.