

Terms & Conditions

Payments and Deposits

Credit card payments are subject to a **3.5% surcharge**.

You may be required to give a deposit on a card when your booking is made.

Payment will be taken following your journey for credit card transactions, account clients will be invoiced at the end of the month

All account charges shall be paid to GMD Executive Cars Ltd within the agreed terms as stated on invoice.

Your booking may be subject to additional waiting time and car park charges.

The charge on your credit card statement will be shown as GMD Executive Cars Ltd

If a booking is cancelled by the client within 48 hours from the start of the period of hire, 50% of all monies paid will be non-refundable, see below for wedding bookings.

If a booking is cancelled by the client within 24 hours from the start of the period of hire, 100% of all monies paid will be non-refundable, see below for wedding bookings.

If a wedding booking is cancelled within 4 months from the start of the period of hire, 50% of all monies paid will be non-refundable. If a wedding booking is cancelled within 2 months from the start of the period of hire, the full hire amount will still be charged to the client.

If the client does not appear at the time and place designated as the pickup point, all monies paid will be non-refundable.

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GMD Executive Cars Ltd request a minimum of 24 hours notice for any online bookings. If you would like to book a car with less than 24 hours notice – Please call our reservations line **+44 (0)208 660 0966** or call **+44 (0) 7946 622 694** . By supplying your email address you permit GMD Executive Cars Ltd to contact you via email, in return we will not supply your email or personal information to any third party.

Whilst we do our utmost to ensure our drivers are punctual, you will understand that we cannot accept responsibility for delays caused by circumstances that are beyond our control. Our Chauffeur(s) will use the most appropriate route, unless otherwise instructed by the Client at the time of booking. We may provide subcontracted vehicles occasionally and will do all within our means to communicate this to you prior to the time of hire.

If there are any changes or variations including extra mileage to journeys other than what were agreed at the time of booking, the client will be additionally charged in accordance with the pricing detailed on our website. We will endeavour to give our clients the choice of car or chauffeur they request. Occasionally we may have to change either your car and/or chauffeur due to operational limitations.

Clients arranging a time for pick up receive 15 minutes free waiting time after arranged pick up time. Any time beyond this will then be charged at our waiting time rate of **£30.00 P/H** from the original pick up time.

Airport collections will include **60minutes waiting time** (inclusive in the price for meet and greet service commensurate) from the aircraft landing so that clients pass through passport control and customs. Any arrivals after the **60 minutes** will be charged at our waiting time rate of **£30 P/H**.

Clients will be liable to pay the airport car parking charge and/or toll charges with the exception of the complimentary 60 minutes car park for meet and greet service included in the price. Anything thereafter the client will incur the cost of any additional charges.

Clients are responsible for any damage they may cause to the interior and or exterior of a vehicle on hire to them. The client will be billed accordingly for any restorative repair or valeting required, reinstating a vehicle to the working order prior to hire for use. We will charge a minimum of **£50.00** per seat or carpet area

GMD Executive Cars Ltd vehicle(s) and sub-contracted vehicles are fully insured for passenger and third party claims. However, Clients properties are carried entirely at their own risk and GMD Executive Cars Ltd shall not be held responsible/liable for any loss/damage to such property. GMD Executive Cars Ltd and its chauffeurs have the right to refuse to carry any client who is thought to be under the influence of alcohol or drugs and whose behaviour poses a risk either to the Chauffeur, the vehicle or any other individual. GMD Executive Cars Ltd maintains a strict non-smoking policy in all of its vehicles. . Food/Drink can be consumed within the cars subject to attending chauffeurs approval.

Nothing contained in these terms and conditions shall be deemed to affect the Client's' statutory rights.. This Agreement shall be governed by the laws of the courts of England without giving effect to the conflict of law provisions thereof.