



GREENS
EXECUTIVE

Terms & Conditions for On-Line Bookings

General

1. Greens Executive Ltd. request a minimum of 24 hour notice for any online booking.
2. Greens Executive Ltd. will take the most convenient and effective route unless instructed otherwise by the Customer.
3. Our Driver will wait up to 15 minutes at the time and place designated as the pickup point, and 45 minutes for a flight meeting. If the Customer fails to show after this period, the full fare will be due plus additional waiting time.
4. If there are any changes or variations to the journey other than what was agreed at the time of booking, the Customer will be charged extras in accordance with our pricing structure.
5. Whilst we do our utmost to ensure our Drivers are punctual, Greens Executive will not be held responsible for any appointment/meeting or flight missed as a result of traffic or road conditions caused by circumstances outside our control.
6. Greens Executive Ltd. accepts no responsibility for loss or damage to any luggage or property carried in our vehicles, irrespective of the manner in which the loss or damage is sustained.
7. Your booking may be subject to additional waiting time, car park charges, congestion charges and toll charges if applicable.
8. We reserve the right to change your vehicle and Driver at any time if necessary without prior notice.
9. Between 22:00 to 06:00 the price of the journey is the agreed fare + 50%.
10. Double fare applies on Christmas Day, Boxing Day, New Year's Eve and New Year's Day. Fare + 50% applies on all other Bank holidays.
11. Greens Executive Ltd. maintains a strict non-smoking policy in all its vehicles.
12. Greens Executive Ltd. have the right to refuse to carry any passenger who is thought to be under the influence of alcohol or drugs and whose behaviour poses a threat, either to the Driver, the vehicle or any other passenger(s).
13. In the event where the Customer has an excess of baggage or has exceeded the legal allowance in passengers, Greens Executive Ltd. reserves the right to refuse the booking.
14. If a Driver of Greens Executive Ltd. is unable to complete a journey as a result of excess baggage or extra passengers, the Customer will incur the full charge of the journey.

Payment

1. Payment for wedding cars and special event hire cars will be taken 14 days prior to the event.
2. Credit card payments are subject to a 5% surcharge.
3. All prices are exclusive of VAT.
4. Invoice term for Company Accounts is net 21 days. Invoicing is subject to a 10% handling charge if the 21 day term is exceeded.

Cancellation & Refund

1. Failure to show for a booking or failing to provide Greens Executive Ltd. with a 3 hour cancellation notice will incur the full charge of the journey. Any extra cost incurred by Greens Executive Ltd. as a result of a no show will be charged to the Customer.
2. If a Wedding or Special Event booking is cancelled within 1 month from the start of the period of hire, the deposit will be non-refundable. If a Wedding or Special Event booking is cancelled within 14 days from the start of the period of hire, the full hire amount will still be charged to the Customer.