



TERMS AND CONDITIONS _Pinnacle Chauffeur Transport North London

Payments and Quotations

All quotes and prices are subject to vat @20%

We can offer account terms which are 30 days nett

We accept all credit/debit cards Please note there are no booking fees or surcharges for payment by card

We do not accept payments by cash

You're booking maybe subject to additional waiting time or parking charges (see below)

Cancelation and refund Policy

Should the booking be cancelled within 48 Hours from the start of the period of hire 50% of the hire charge will be due

Should the booking be cancelled within 24 hours from the start of the period of hire 100% of the hire charge will be due

Terms and conditions

Bookings must be confirmed by the buyer by email

- Whilst we do our utmost to ensure our drivers are punctual, you will understand that we cannot accept responsibility for delays caused by circumstances outside our control.
- The driver will drive at safe and sensible speeds in accordance with road conditions, traffic and the legal speed limits.
- The Hirer will be responsible for any damage they or their guests cause to the interior and or exterior of a vehicle on hire to them and will be billed accordingly for any repair or valeting required in order to reinstate a vehicle to working order.
- Passengers must wear seat belts at all times
- Pinnacle Chauffeur Transport shall not be held responsible for missed airline flights due to causes beyond our control or insufficient time allowed for the journey by the client.
- We may provide subcontracted vehicles occasionally.
- By supplying your email address you permit Pinnacle Chauffeur Transport to contact you via email, in return we promise never to supply your email to any third party
- If there are any changes or variations to other than what was agreed at the time of booking, the client will be charged extras in accordance with the pricing structure agreed at the time of booking.
- We reserve the right to change your vehicle or chauffeur at any time if necessary We will though ensure that if the vehicle is changed that it is of a similar class to the booked vehicle

- Every effort will be made by Pinnacle Chauffeur Transport to ensure that our vehicle(s) or Sub-Contractors vehicle(s) arrive on time.
- Our Chauffeur(s) will travel by the most appropriate route on the day, unless instructed otherwise by the Customer.
- We calculate our prices on an hourly rate basis we do not add Mileage charges or service charges all gratuities are at the clients discretion
- Parking and waiting time Airport Transfer quotations include 1 hour waiting time and 1 hour parking time after this period parking will be charged at cost as well as additional waiting time at a rate of £25 per hour. On all other transfers parking at cost will be charged. On point to point transfers 20 minutes waiting time is included after that waiting time may be charged at £25.00 per hour.
- Parking fines our chauffeurs will park as close as possible to the pick up point however parking and waiting are subject to local parking regulations. If instructed by the passenger to park in a specific location and incurs a penalty then the hirer will be invoiced at cost
- Pinnacle Chauffeur Transports vehicle(s) and sub-contracted vehicles are fully insured for passenger and third party claims. However, customer's properties are carried entirely at their own risk and Pinnacle Chauffeur Transport shall not be held responsible/liable for any loss/damage to such property.
- Pinnacle Chauffeur Transport will keep a lost property book at their office, and will endeavour to return any lost goods left in our vehicle(s) or subcontracted vehicle(s) to the customer.
- Pinnacle Chauffeur Transport and its chauffeurs 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 Chauffeur, the vehicle or any other passenger(s).
- Pinnacle Chauffeur Transport maintains a strict non-smoking policy in all its vehicles.
- Online quotations do not allow for public and bank holidays like Christmas Day or New Years Eve where there may be an additional surcharge. Please indicate on the quote form if your proposed booking is for a bank holiday or on any other special date.
- Nothing contained in these terms and conditions can affect the Client's statutory rights.

Sanctioned Countries

We are unable to take payment from debit/credit cards from the following OFAC sanctioned countries:

Belarus, Burma/Myanmar, Democratic Republic of Congo, Eritrea, Federal Republic of Yugoslavia & Serbia, Iran, Iraq, Ivory Coast, Lebanon, Syria, Liberia, North Korea, Republic of Guinea, Somalia, Sudan, Zimbabwe, Cuba, Balkans, Egypt and Tunisia