

Terms and Conditions

- All hire charges start from and finish at Hyde Park Corner. The travel allowances from Hyde park Corner to the collection point and vice versa are as follows: Central London 30 minutes, Heathrow & City Airport 60 minutes, Gatwick, Biggin Hill, Luton, Stansted & Farnborough Airports 90 minutes and Southampton Docks 2 hrs.
- Excess time will be charged at the prevailing hourly rate.
- There is a minimum hire of 2 hours on all hires except for the S600 Pullman Limousine, Bentley Arnage, Rolls Royce Phantom and Maybach 62 for which there is a 4 hour minimum hire.
- Quoted rates are exclusive of VAT unless otherwise stated.
- Our Airport set rates include a 60 minutes waiting time at the airport from the time the plane has landed. Waiting time charges will be incurred after the 60 minutes has elapsed and be charged per 30 minutes at the relevant hourly rate.
- All vehicles are equipped with cellular phones for client use. All calls are charged at £1.00 per minute plus VAT at the current rate.
- Incurred car parking fees will be charged at cost.
- All hire charges are rounded up to the nearest 30 minutes.
- Cancellations for airport/train station transfers or minimum charge bookings made within two hours of the collection time will be subject to the minimum charge. There is no charge for cancellations for airport/train station transfers or minimum charge bookings made outside of this time except for the S600 Pullman Limousine, Bentley Arnage, Rolls Royce Phantom and Maybach 62 which require 48 hours notice. Cancellations made within 48 hours will be subject to the full cost of the booking with a four hour minimum charge. Cancellations for any booking other than an airport/train station transfer or minimum charge booking will incur a full charge cancellation fee if cancelled within 12 hours. Between 12 and 24 hours notice will incur a 50% cancellation charge and outside of 24 hours there will not be a charge except for the S600 Pullman Limousine, Bentley Arnage, Rolls Royce Phantom and Maybach 62 which require 48 hours notice. Cancellations made within 48 hours will be subject to the full cost of the booking with a four hour minimum charge.
- Rates are subject to alteration without prior notification. All account holders will be notified at least one month prior to any price increases.
- If it is necessary for our chauffeurs to have overnight accommodation this will be charged at £100.00 +VAT.
- A surcharge of 100% will be added to the agreed tariff for services provided on Christmas Day, and between the hours of 17:00 and 06.00 on New Years Eve. A surcharge of 50% is applicable for hires between the hours of 17:00 and 00:00 on Christmas Eve, Boxing Day and New Years Day. There are no surcharges on any other UK bank holiday.
- In the event a passenger has an excess of baggage, 'the Company' reserve the right to refuse any luggage or property in the car which in our opinion would result in the vehicle being damaged or unsafe to drive on the road.
- Claremont Executive Chauffeur Services Limited accepts no responsibility for delays howsoever caused.
- Claremont Executive Chauffeur Services Limited accepts no responsibility for any loss or damage to any luggage or property carried within or on our vehicles howsoever such loss or damage may be caused.
- All hires must be fully paid in advance except where the hirer has a credit account wherein payment is due within 30 days from the date of invoice.
- Claremont Executive Chauffeur Services Limited expressly prohibit any person other than our chauffeurs to drive our vehicles except in the case where a hirer has taken out a self drive agreement.
- The Customer agrees and undertakes not to (i) solicit any existing employee of the Company (ii) solicit or procure the services of any existing sub-contractor of the Company. without the prior written authorization of the Company, (iii) make any attempt to interfere with the existing business relations between the Company and any of its existing employees, agents and sub-contractors.
- We accept the following credit cards: Visa, Mastercard, Switch, JCB and American Express.
- Account facilities are available for registered UK and international companies.