

# **Terms and Conditions**

All hires must be fully paid in advance except where the hirer has a credit account wherein payment is due within 7 days from the date of invoice.

All bookings scheduled between 22:00 pm – 05:00 am are subject to 25% additional charges from online prices.

## **No-Show Policy**

If the customer fails to show at the designated location for which a reservation has been made and a confirmation was sent out, all monies paid will be non-refundable.

Excess time will be charged at the prevailing hourly rate.

There is a minimum hire of 4 hours on all hires.

Our Airport set rates include a 45 minutes waiting time at the airport from the time the plane has landed. Waiting time charges will be incurred after the 45 minutes has elapsed and be charged per 30 minutes at the relevant hourly rate.

Incurred car parking fees will be charged at cost.

All hire charges are rounded up to the nearest 30 minutes.

Rates are subject to alteration without prior notification. All account holders will be notified at least one month prior to any price increases.

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 Year's 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 Year's Day. There are no surcharges on any other UK bank holiday.

In the event a passenger has an excess of baggage, 'the Company' reserves 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.

Kona Chauffeur Services accepts no responsibility for delays howsoever caused.

Kona Chauffeur Services holds 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.

Account facilities are available for registered UK and international companies.

Any passenger who is thought to be under the influence of alcohol or drugs and whose behaviour poses a threat to the driver, the vehicle or other passengers may be refused travel.

For all wedding related booking 7 days, notice must be provided to cancel wedding bookings.

If wedding cancellations are made within 7 days 50% of the booking fee will be charged.

If wedding cancellations are made less than 48 hours of the booking date the full amount will be charged.

Single journey(s) within London (excluding airport transfers ) are subject to 2 hours free cancellation or amendment policy.

Hourly bookings within London are subject to strictly 12 hours free cancellation or amendment policy.

Airport or private charter transfers are subject to strictly 12 hours free cancellation or amendment policy.

All bookings scheduled from or out of London are subject to strictly 24 hours cancellation or amendment policy.

(Kona Chauffeurs Ltd) understands that in order to operate lawfully under the Private Hire Vehicles (London) Act 1998 (the 1998 Act) as a licensed operator who accepts a booking from a passenger, we are entering as a principal into a contractual obligation with the passenger to provide the journey which is the subject of the booking