

## 4 HIRE SERVICES TERMS AND CONDITIONS OF TRAVEL

### Bookings:

On receipt of your completed booking form 4 Hire will reserve a vehicle for your booking to and from your designated destinations. If, after the journey times have been accepted and booked by 4 Hire, your journey details are altered we will endeavor to provide the most suitable times within our diary to meet your new requirements.

If, for any reason, your journey times are changed from the scheduled times you must inform 4 Hire immediately so we can make arrangements to collect you as close to the times you require. 4 Hire cannot guarantee these times will be exact and you may be required to wait for a vehicle to arrive.

In the event of delays of more than two hours, 4 Hire reserve the right to make a waiting time charge of £20.00 per hour unless notified by you of the delay. Notification **does not** include text message or email.

If, for any reason, your return journey times and/or dates change, you must notify us directly to inform us of the changes and we will make every effort possible to make arrangements to collect you. If you fail to contact us directly we cannot be responsible for your collection and no refund will be issued. In some circumstances you will be able to claim this through your holiday insurance.

4 Hire reserve the right to provide a vehicle for your journey which suits our diary. If a larger vehicle may be supplied.

### Deposit:

A deposit of 20% is required at the time of booking by cash, cheque (to 4 Hire) or by credit/debit card, please note charges may apply if paying by card. In the event of cancellation of your booking the deposit can be refunded, less an admin fee of £20.00 if your date of travel is more than one month away. In the event of cancellation with less than a month to travel then the deposit is non-refundable.

### Balance:

The balance must be paid in full two weeks prior to the date of travel if paying by cheque or one week if paying by cash or credit/debit card.

### Luggage:

4 Hire accept no responsibility for luggage carried in our vehicles, or for loss or damage to luggage whilst in transit. It is your responsibility to ensure you have all your belongings from the vehicle at the completion of your journey. An amount on one case and one hand luggage bag is normal. Extra luggage may result in the allocation of a larger vehicle, which could incur further costs. Please check with 4 Hire on booking if unsure.

### Comfort Stops:

4 Hire encourage comfort stops on long distance journeys. These stops are at the discretion of the driver and must be kept within the times given otherwise your arrival time may be delayed.

### Soiling/Behavior:

4 Hire reserve the right to charge the customer for any soiling of the vehicle caused by sickness or spillage etc. The minimum charge of £75.00 will be requested, as this is the charge incurred by us for valeting the interior of the vehicle. 4 Hire ask that our customers treat our vehicles with respect. The driver has the right to remove from the vehicle any passenger who is not in a fit state to travel or is causing a nuisance to any other passenger or the driver. Said passenger(s) will be verbally warned prior to removal. Said passengers will not be entitled to any form of refund.

### Disclaimer:

**4 Hire will make every effort to get you to and from your destination on time, however 4 Hire cannot be held responsible for delays caused by unforeseen road conditions, accidents, breakdown or other circumstances beyond our control.**

### Emergency Contact:

**In all cases, firstly please try to contact 4 Hire on 01822 618440 and you will be assisted. If, such as overnight, the number is unreachable and you need to contact us urgently then please call 07530927812. Please do not send text messages unless advised to do so by 4 Hire staff. The emergency mobile number is in operation overnight only.**