

Terms and Conditions:

The terms and conditions contained herein apply to any services provided by Big Rig Limo, a partnership, having its offices at 6A Dornal Drive, Troon, Ayrshire, KA10 7JZ, herein referred to "Big Rig Limo", "Big Rig" or referred to as 'We' and you, the client, herein referred to as "You" or "the client".

Card Payments and Reservations

Cards keyed online are automatically debited at the time of purchase. Sometimes this may apply for reservations by telephone, if this is the case you will be notified prior been charged.

Please note that all bookings must be made by telephone or our web forms. You may only place reservations and make communications with us in English, and all contracts concluded between us will be in English.

We promise immediate arrangement of reservations:

All reservations will be processed within 24 hours, and an email sent to you (the customer) no later than 1 working day after receipt, confirming the reservation. However it is your responsibility to give us correct email address or/and contact. If you did not receive the email or telephone call, within next 72 hours after booking it is your responsibility to contact us to confirm. If appropriate a confirmation will be provided at the time of debit when you make your booking. Your booking is not finalised until we have made this communication with you and should not be taken as such.

1. Agreed Price:

The Agreed Price is the price to be paid for the journey / hire period as agreed between Big Rig Limo and you the Customer. The times, route and other details of the journey are stipulated on the booking confirmation. Any requests to modify any of these details should be made to us at least 7 days in advance of the date of travel and we will endeavour to accommodate minor changes to the customer's requirement subject to our ability to do so. Agreed journey changes, including additional pick up or drop off points, may result in additional costs to the customer. Any additional cost will be notified to you at the time the requested changes are accepted by us.

2. Payment:

- a.** All bookings are confirmed by the payment in advance of a **non-refundable** deposit.
- b.** The balance due is the amount outstanding net of any deposit paid. The balance is due for payment at the time and place of the first pick up on the day of hire. The agreed payment method appears on the booking confirmation.
- c.** Any bookings made less than 7 days prior to the booking date must be paid in full at the time of making the booking.

Any exceptions to this policy will appear on the booking confirmation and will have been discussed at the time of booking. We do not accept cheques, debit cards, credit cards or foreign currency as final payment on the day of the hire unless agreed in advance. Settlement of the agreed price in advance by cheque or electronic transfer must allow adequate time for funds to be cleared before the date of travel. Card Transactions will be processed by PAYPAL on behalf of Big Rig Limo, and will appear in your card statement as "BIG RIG"

3. Cancellation of booking:

Cancelling a reservation -

a. To cancel a reservation please call on 01292 319000.

b. Should you cancel your booking then the deposit paid is non-refundable. Additionally where reservations are cancelled with less than 14 (fourteen) days notice the full agreed price becomes due and owing. In the event of cancellation between 90 (ninety) days and 14 (fourteen) days of the date of travel 50% (fifty per cent) of the total agreed price is due and owing. In any of these circumstances the appropriate fee will be charged to the card on your file.

c. Should you fail to show up at the pre arranged meeting point and or you do not notify us of cancellation no refund will be payable. Any outstanding balances for the hire will be charged to the card on your file.

Cancellation By Us - We reserve the right to cancel the limousine hire contract between BIG RIG LIMO and you if:

a. You, the client, doesn't accept our terms and conditions and/or refuse to make a deposit payment,

b. we do not operate in your area, or

c. the limo(s) you have booked will no longer be able to cover your reservation.

If we do cancel your limo hire contract we will notify you by e-mail or phone and we will re-credit your account with any sum deducted by us from your credit card as soon as possible, but in any event within 30 days of your reservation. We will not be obliged to offer any additional compensation for disappointment suffered.

4. Grace Period:

Big Rig Limo strives always to arrive at all pick up points in advance of the times agreed. There may, however, be causes that may from time to time occasionally prevent us from meeting these aims such as inclement weather, road traffic accidents, road resurfacing and such like events outside our control. Reasonably therefore we have built into our schedule of period of up to 30 (thirty) minutes grace. In any event a grace period is invoked in whole or in part, the time of adjusted times will be made up during or after the period of hire, schedules permitting.

5. Damages:

Damages, subsequent cost's of repair's of such damage's to the limousine's hired as used by you the customer and/or your guests howsoever caused is your responsibility. Additionally, in the event that one of the party is sick or soils in the limousine we will charge £100.00 to make the vehicle good. Where the booking was secured using a credit/charge card you the customer here agree that we may deduct from that card damages as they have arisen. In the event that a credit/charge card was not used for securing the booking we will invoice you directly should the additional payment's not be made on the night. Any loss of revenue related to lost period of availability affecting subsequent hires related to damage will also be charged to you in the manner.

6. Additional Charges/Overtime:

Overtime charges begin immediately after the end time as agreed at the time of your booking. Nominally hires are for a period of 1 hour commencing at the agreed time. Under this agreement the over time rate per hour or part there of is £100.00. Payment of all overtime charges *must* be settled before the end of the hire. We do not accept cheques, debit cards, credit cards or foreign currency as payment on the day of the hire. In the event that payment of overtime charges cannot be made on the day of the hire, the customer agrees that the amount's) will be charged to the credit/debit card with which the booking deposit was paid.

7. Hire type:

We offer a range of hire options, including a pick up and return service, a one way service and a continual hire service. Unless you have opted for a continual hire agreement, other customers may have hired the vehicle before or after the outward or homeward bound legs of your journey. The inside of the car will be cleaned and replenished as necessary between these hires.

8. Vehicle supplied:

a. We will endeavour to provide the vehicle requested by you. In the unlikely event that we are unable to do so, due to the unique nature of our vehicle, in these circumstances we will not be able to provide a substitute vehicle of a similar type. You will be informed of this.

b. We will endeavour to ensure that the vehicle is delivered in a clean and acceptable manner, however given the nature and construction of the vehicle it should be noted that due to inclement weather road grime and spray may accumulate on the exterior en route to the first pick up. Big Rig will make all reasonable steps to ensure that the vehicle is as clean as possible in these circumstances. Big Rig will not be liable for any transfer of dirt or road grime onto clients clothing in this regard.

9. Access

We accept no responsibility for restricted access such as un-adopted, unmade, one way, single track, country, blocked or width restriction roads. It is the client's responsibility to ensure that the collection and delivery addresses are suitable for the Big Rig. In the event that the vehicle cannot gain access to the pick up point, you will be informed as soon as this becomes apparent. A suitable alternative collection point will be agreed. If you are unsure as to the vehicles ability to access please contact us for guidance in this regard.

10. Passenger Behaviour

a. Aggressive behaviour is not tolerated towards any member of staff. If any individual displays aggressive or reckless behaviour, including verbal abuse then Big Rig Limo retains the right to cancel the hire with immediate effect. Clients will have to find alternate transport at their own expense. No refund will be made in this regard. The drivers decision in this regard is final.

b. Seatbelts are provided for client safety. It is clients responsibility to ensure that seatbelts are worn appropriately.

c. Alcohol is provided as part of the hire on a complimentary basis only. It is therefore not allowed to be removed from the vehicle at any point during or after the hire.

d. No alcohol will be provided to any person under the age of 18.

e. A competent and responsible adult must be in attendance on any hire where persons under the age of 16 are carried within the vehicle.

f. Smoking is not permitted in our vehicle.

g. Food is not permitted within the vehicle.

11. Airport Drop Offs/Pick ups:

Full flight details help us to give you punctual service. We will make reasonable attempts to monitor in coming flight times; however we are unable to access reliable information until shortly before departure or scheduled arrival times. If your flight is delayed, either outbound or inbound you should make contact immediately with BIG RIG Limo to notify us, so that we can adjust our schedules and re-arrange drivers. We will endeavour to accommodate delayed flights times, but cannot be held liable should circumstances prevent us from being able to respond to changes. Hires not met in this regard will be charged at the full rate agreed at time of booking and charged to the credit / debit card at the time of booking.

In the event we are not reasonably notified of delays, we reserve the right to make additional charges for subsequent collection.

12. Lost Property:

We are unable to take responsibility for loss of property left in the vehicle at any time or under any circumstances.

13. Breakdown:

In the unlikely event of a break down or the vehicle being rendered unserviceable (for example, in the event of collision) we will use our best endeavours to provide a back up vehicle or vehicles as quickly as possible. However, we cannot be held liable for any consequential loss incurred as a result of vehicle breakdown or similar unavailability

14. Complaints Procedure

In the unlikely event that you have a complaint concerning a reservation through Big Rig Limo, either:-

- i.** Email . We will acknowledge receipt of your email within 3 working days.
- ii.** Write to Big Rig Limo, 6A Dornal Drive, Troon, Ayrshire KA10 7JZ- United Kingdom.
- iii.** Telephone 01292 319000 . Please note that the telephone line is manned from 1.00pm to 9.30pm UK time Monday to Friday, 10.00am to 9.30pm Saturday and Sunday.

A partner of Big Rig Limo will personally deal with your complaint and you will be kept informed during all stages of the complaints procedure.