



Elite Voyager Terms & Conditions

The following form the Terms and Conditions under which we operate

Definitions

1. "B means a Customer's request for services however communicated to us as evidenced by our records.
2. "Cancellation Fee" means a fee payable by you for the cancellation of the services by the Customer
3. "Chargeable Rates" means the amount agreed for the provision of the Booking
4. "Collection Address" means the address stated by the Customer at the time of making the Booking as the address from which the Vehicle shall collect the Customer and or any Passengers
5. "Customer" and "You" means any person(s), firm or company which books services.
6. "Driver" means any person supplied by Elite Voyager who drives the vehicle
7. "Terms" means these terms and conditions, as amended from time to time.
8. Payment can be made by either cash, credit / debit card or account terms where these have been applied for and approved by Elite Voyager prior to the commencement of the Booking.
9. Account credit terms are 30 days unless otherwise agreed.
10. Where payment is made by cash a receipt will be provided upon request by the Driver or by email / post from the accounts department.
11. Deposits are non-refundable unless otherwise agreed.
12. All / any bookings made for sole use of children under the age of 16 without parental accompaniment must be explicitly advised and agreed by parent / guardian and Elite Voyager prior to the commencement of the Booking.
13. In the event of non-payment by the due date, we shall be entitled to charge and the Customer shall pay interest at a rate of 8% per annum on any amount outstanding until payment is made
14. We may set a limit on the total credit given to any Customer at any one time and we shall not be obliged to provide further Bookings once that limit has been reached. Any such limit shall be notified to the Customer in writing by us.
15. Any dispute in respect of the Chargeable Rates shall be submitted, in writing, within 14 days of receipt by the Customer of the relevant invoice.
16. If an account is terminated, the Customer shall pay to us all outstanding amounts which are owed to us as at the date of termination.
17. Account customers can cancel up to 72 hours prior to commencement of the Booking at no additional cost. Cancellations within 72 hours are chargeable in full.
18. For non-account customers any job cancelled with less than 72 hours' notice will be charged the full agreed Chargeable Rate
19. If requested to vary the pick up or drop off points from the original booking this is at the Drivers discretion and will incur additional charges which are payable in full prior to leaving the Collection Address.
20. Damage to Vehicles – you will be held responsible for any damage they might cause to our vehicles as a result of their negligence.
21. Breakdown / Delays - In the event of a vehicle breakdown or other unforeseen circumstances Elite Voyager reserves the right to supply a substitute vehicle. We accept no responsibility for delays of any nature.
22. Carriage of Pets - if you require your Booking to include the carriage of any animals including domestic pets this must be advised and agreed at the time of Booking and may incur additional fees.
23. Non-smoking policy - Smoking is not permitted in any of our vehicles.
24. Luggage - all luggage shall remain the sole responsibility of the passenger(s) at all times. Elite Voyager will use its discretion in relation to the volume and / or weight of luggage to be carried and we reserve the right to refuse to carry excessive amounts. We shall not be responsible for any property left in any vehicle. Where property is found it will be stored by us for a period of 7 days and then we shall be entitled to return, sell, destroy or dispose of such property as we believe appropriate. .
25. Passengers are required to comply with current customs laws and regulations and we shall not be responsible for any delays caused by any failure to comply with the same.





26. Passengers are required to use seatbelts at all times
27. We reserve the right to refuse to transport or cease to transport any Passenger who behaves in a disorderly, threatening or abusive manner or who, in our opinion we consider a nuisance or a danger to Elite Voyager or to fellow passengers. You may be charged a Cancellation Fee.
28. We may charge reasonable repair or cleaning charges plus £50 representing loss of earnings for the Driver in the event of damage or spillages in or if any Passenger vomits in or otherwise soils, or damages the vehicle.
29. We may, in our absolute discretion, decline to accept any Booking.
30. Our liability in relation to the Booking shall not exceed £150 other than in respect of death or personal injury caused by our negligence, or that of our servants or agents.
31. We are not liable for any loss of anticipated savings, business revenues, loss of agreements, loss of opportunity or loss of business or profits either direct or indirect (including losses arising from business interruption, wasted management time, loss of goodwill, data and all other such loss)
32. Any complaints shall be addressed to us and made in writing within 14 days of the event giving rise to the complaint.
33. We reserve the right to subcontract or delegate in any manner any or all of our obligations to any third party or agent.
34. These Terms shall be governed by and construed in accordance with English Law and the parties agree to submit to the exclusive jurisdiction of the Courts of England and Wales.

Booking Terms

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Cancellation

Account customers can cancel up to 72 hours prior to commencement of the Booking at no additional cost. Cancellations within 72 hours are chargeable in full.

For non-account customers any job cancelled with less than 72 hours' notice will be charged the full agreed Chargeable Rate

Variation to Booking Terms

If requested to vary the pick up or drop off points from the original booking this is at the Drivers discretion and will incur additional charges which are payable in full prior to leaving the Collection Address.





General Terms and Conditions

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- 6. Passengers** are required to comply with current customs laws and regulations and we shall not be responsible for any delays caused by any failure to comply with the same.
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- 8. We reserve the right to refuse to transport or cease to transport any Passenger who behaves in a disorderly, threatening or abusive manner or who, in our opinion we consider a nuisance or a danger to Elite Voyager or to fellow passengers. You may be charged a Cancellation Fee.**
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