

Envoy Chauffeurs Terms & Conditions

Payment

- Pre-payment in full no less than 48 hours prior to departure of the booking, using our secure payment system.
- Corporate accounts available on request, subject to status. As a result of opening an account the applicant agrees to pay all invoices issued by us within 30 days from the date of the invoice.
- All prices are exclusive of VAT charged at 20%.

Cancellation and Refund Policy

- If a booking is cancelled by the client within 24 hours from the departure time of the hire, 50% of the booking will be non-refundable or charged to those clients with an account.
- If a booking is cancelled in good time (more than 24 hours before the journey) and we have not incurred any costs there is no cancellation charge. If you have prepaid we would be happy to refund any monies paid in full

General Terms and Conditions

- Drivers from Envoy Cars will travel by the most convenient route unless specifically instructed otherwise by their client.
- Envoy Cars operate 24 hours a day, 7 days a week, 365 days a year.
- A 50% surcharge will be applied to any public holiday with the exception of Christmas Day and New Year's Day when a 100% surcharge will apply.
- Envoy Cars accepts no responsibility for loss or damage to any luggage/property carried in their vehicles, irrespective of the manner in which the loss or damage has occurred.
- Envoy Cars will not be held responsible for any meeting, appointment or flight missed (and/or arising consequential losses) as a result of traffic or road conditions out of their control. However, every effort will be made by the driver to avoid such a situation to get the client there on time.
- The driver will drive at safe and sensible speeds in accordance with road conditions, traffic and the legal speed limits.
- Envoy Cars operates a strict non-smoking policy in all vehicles. However, your driver will be happy to stop at your request when it is safe/convenient to do so for a cigarette break.
- Any variations to the journey originally discussed at the time of booking may be subject to additional charges if the changes involve extra time or mileage being covered. See our tariff for more information.
- Envoy cars and its drivers have the right to refuse to carry any passenger who is thought to be under the influence of alcohol or drugs and whose behaviour poses a threat either to the driver, the vehicle or any other passenger.
- The full cost of repair of any damage caused by passengers will be charged to the client, including spillages or sickness which requires cleaning or valeting.
- We reserve the right to substitute any car in the event of a breakdown prior to a booking. We will endeavour to supply a vehicle of equal quality, if this is not possible we will make an adjustment to the price accordingly.
- Envoy Cars reserve the right to use subcontract chauffeurs when needed. Envoy Cars vet all subcontractors to ensure the same high standards we provide are met.
- Envoy Cars require a minimum of 24 hours notice for any online bookings.
- If you would like to book a car with less than 24 hours notice then please call our office on 0800 2 118020.