

Tuk Tuk Time
Wedding Terms & Conditions

Our terms and conditions are here for the benefit of all parties.

In making payment of the required deposit to secure a vehicle, date and chauffeur, you are also accepting the terms and conditions of hire and agree to be bound by them.

Deposits: An agreed deposit is required at the time of booking. The deposit can be paid by bank transfer. All prices quoted are in UK Sterling pounds.

Balance: The remaining balance must be paid in full 90 days before the date of the wedding. Please note that if the remaining balance is not paid in full within 90 days of the wedding date, then you will forfeit the deposit and the date will become available for general release.

The Booking Price: The booking price is the agreed amount once arrangements have been established. This includes working out the route with yourselves, calculating mileage and journey times and including any extra requirements that you may have requested.

Booking Changes: Minor changes to a bookings i.e times, ribbon colour, will incur no extra charges. Greater changes to a booking i.e dates, venues, pick-up points will need to be recalculated and charged as extra where deemed necessary with no exceptions.

Cancellations: Cancellation to a confirmed booking needs to be received in writing (not email or telephone). If the cancellation notice is received by us (Tuk Tuk Time Limited) before 90 days before the wedding date then the remaining balance will not be payable. No deposits will be refunded. We ask clients to accept that Weddings are usually arranged so well in advance that your Tuk Tuk is unlikely to be required last minute at another Wedding and therefore no deposits are refundable and if the balance has been paid then this also is non-refundable. Postponements are deemed as cancelations and treated in the same manner. Should the rare occurrence of the cancellation be made by us then the full amount paid by the hirer will be returned, any further claims for compensation will not be accepted.

Termination: We will have the right to refuse entry into any vehicle under our control to any person who is, or appears to be under the influence of alcohol or illegal substances. Any offensive, abusive or intimidating behaviour directed at the chauffeur and/or the vehicle in their charge by the hirer or ANY member of the hirers party or guests will result in the withdrawal and termination of hire. Any claim or compensation will not be accepted and our decision will be final.

Personal Belongings: Every effort is taken to ensure against damage or loss. It is the hirer's responsibility to ensure that all personal items are removed from the vehicle at the end of the hire period. The vehicle once left its location will not return with left items. Any item found in the vehicle will be held for 14 days from the date of hire and it will be the responsibility of the hirer to collect such items. Valuables should not be left in the vehicle at anytime during the hire period. It is the responsibility of the hirer to ensure that no member of their party or guests to ensure that clothing is kept clear of any part of the vehicle that could dirty or damage their clothing. We take no responsibility for personal belongings or clothing that may become damaged or lost.

Seating: Children over the age of three may be carried but must be under the supervision of an appropriate adult. All passengers must remain seated at all times. Vehicles must not carry more than the chauffeur deems fit or exceed the vehicles specifications. Under no circumstances should anyone be carried on another persons lap.

Access: The hirer should ensure that adequate access, turnaround and exit for the vehicle(s) is available at all address's to be attended. If at any point the driver feels that this is restricted in any way then the driver will stop at the nearest legal safe point available, regardless of distance. The chauffeur has the right to refuse to travel on any surface that he feels may cause damage to the vehicle. If you have an unmade road or uneven road surface then please inform us at the time of booking.

Collections: The chauffeur will leave the vehicle and announce that the wedding transport has arrived to the hirer at the address given by the hirer. If the party is being collected from a hotel, it is advisable to

make themselves available at the agreed time. The chauffeur will make his presence known to the hotels reception staff and provide them with details of whom is to be collected. If after an adequate period of waiting the hotel are unable to locate the passengers and they have not made themselves known to the chauffeur, the vehicle will leave. Claims for refunds or compensation will not be accepted. Every effort will also be made to contact the hirer by telephone but as this relies on the ability to often have a signal, no guarantees can be made that contact will be made.

Delays & Breakdowns: The hirer will be informed of any delay on our part arising from either a vehicle breakdown or delays beyond our control. Whilst every effort is taken to keep our vehicles in good order unforeseen events can arise, if the vehicle you have booked develops a fault that cannot be rectified before leaving or base location in a timely manner a second vehicle will be despatched as a replacement. We do not enter into organizing alternative transport from other companies as we cannot be responsible for the condition of the vehicles or the professionalism or attire of their staff. Whilst every effort is taken in finding the best routes for your journey circumstances beyond our control may arise. Roadworks, local events, rural activities, road closures, accidents and even the weather can affect journey times. Any delays en-route to any location is beyond our control and are accepted as unforeseen circumstances and this is accepted by the hirer at the time of making their booking. No liability can be accepted for any of the above.

Adverse Weather Conditions: Whist every effort will be taken to uphold our responsibilities and to make your day run smoothly British weather is very unpredictable. In the event of adverse weather it will be decided by us if it is safe to operate our vehicles in the conditions at the given time. Should we feel the need that it would be hazardous to operate in the given conditions the hirer will be notified and a full refund issued with no further liability.

Safety will always be observed and shall not be compromised. During the winter months it may be advisable to have a back up plan should inclement weather be forecast.

Damage to vehicle: The hirer agrees that if any member of their party causes damage/theft of Tuk Tuk Time Limited's property or incites others to cause damage/theft to the vehicle or contents the hirer will be responsible and liable for all repair costs to the vehicle to return it to the condition that it left the base station in. Damage/theft to either the exterior or interior are both the responsibility of the hirer. Total repair cost will include the cost of repair, loss of bookings and any other incurred costs.

Cleaning: The vehicle will arrive in a clean and presentable condition for your party. Should a person be taken unwell in the car a cleaning charge will also be levied. Should any celebration objects be used in a manner that causes excess cleaning the hirer will be liable for any costs in making good, loss of booking and any other incurred costs.

Complimentary Gifts: These are offered to the Bride and Groom and are given as a courtesy along with any in car entertainment, the use and availability do not form any part of the hire agreement. Any item offered as a complimentary gift is offered at the discretion of Tuk Tuk Time Limited and extends only to the Bride and Groom.

Limitation of Liability: Tuk Tuk Time Limited will not be held responsible for delays or cancellations of ceremonies or receptions, missed appointments or delays, traffic congestion, poor weather conditions, incorrectly advised timings, incomplete address details or other circumstances beyond our control.

Terms and Conditions: Our terms and conditions are in place for you and our protection. We reserve the right to amend any of these at any time and any confirmed bookings will be notified of any changes.