

Cross Street Garage

T/A Cross Street Cars

**(Company Number 05863685) whose registered office is Transfer
Bridge Ind. Est. County Road, Swindon SN1 2EL**

VAT Number: 885678843

www.crossstretradiocars.co.uk

**“you” and “your” means any individual, company or
other business who places a booking with us.**

TERMS AND CONDITIONS

Any variations to the journey(s) originally discussed, booked and agreed to between Cross Street Cars and the client may be subject to additional charges, if these changes involve extra time and/or distance being covered.

No hidden taxes, fees or extra charges will be payable upon completion of the job, except where additional waiting time and/or car parking charges have been incurred, and these were defined and agreed to in our quotation discussion. Any increase in charges relating to vehicle size, parcel carriage, animal transportation etc. will be discussed at time of booking.

We reserve the right to alter our charges at any time.

We reserve the right to substitute any vehicle or driver.

In the event of a "No-show" by the client, or if a booking is cancelled by the Customer within 12 hours of the start of the period of hire, any and all monies paid will be totally non-refundable.

Although vehicles are fully insured for passenger and third party claims under British Law, Customer's properties are carried entirely at their own risk and the Company shall not be held responsible/liable for any loss/damage to such property. As Cross Street Cars is an agent and your journey is undertaken by a sub-contracted driver working under the Cross Street Cars name, any involvement regarding an accident will be covered by the drivers insurance and not the company's.

Cross Street Cars cannot be held responsible for any loss financial, professional, missed connection times, flights, trains, due to the vehicle not arriving at the pick-up address at the booked time.

Cross Street Cars cannot be held responsible for any missed connections i.e. flights, trains, boats owing to adverse weather, traffic conditions, or road traffic accidents or road closures.

No alcohol will be allowed 'inside' the vehicle at any time under any circumstances. All alcohol transported must be stowed in the exterior luggage compartment. Should the vehicle require valeting due to negligence or alcohol illness a charge will be made of a min £70.00 to cover the cost of cleaning and subsequent loss of earnings.

Smoking is not permitted in any of the vehicles.

The consumption of food and drink is not permitted in any of the vehicles unless specific agreement has been made to the contrary at the time of the booking and agreed in writing, or agreed with the driver on arrival.

In accordance with British law, seat belts must be worn. All children travelling during the journey should be restrained in a manner appropriate to their age, weight and height.

UK law states that taxis are exempt from legislation relating to children travelling in a baby/child seat or booster, more details of the legislation can be found at www.direct.gov.uk. For Health and Safety reasons Cross Street Cars are unable to provide any form of child seat. However, if you are booking a return journey and have your own child seat, the driver who carries out your booking will store your child seat for the return journey, please note that the installation of the child seat must be carried out by you.

Cross Street Cars will not carry more passengers than its insurance or licensing allows.

You must order a suitable car size for the number of passengers and luggage. Cross Street Cars cannot guarantee to carry excessive amounts of luggage. Please note that a child, no matter what age, counts as one passenger.

Cross Street Cars, upon request, will email you a quotation based on the information supplied by you. Unless otherwise stated all prices are exclusive of VAT which, if applicable, will be charged in addition. Cross Street Cars may amend the quotation if there is any material change to the original itinerary, the number of passengers, or the type or size of vehicle required.

The quotation will include a 60 minute waiting period for airport collections after the advertised arrival time. Cross Street Cars will charge for waiting at its standard rates after the initial 60 minute period has expired. Cross Street Cars will endeavor to check for delays before the driver leaves for the pick-up, but shall be under no obligation to do so.

Local pick-ups will include a free 3 minute waiting period from the time of booking.

If you accept the quotation, you will receive confirmation of your booking by email. Please check the booking confirmation carefully and inform Cross Street Cars promptly of any errors. Cross Street Cars shall not be responsible for any delays caused, or costs arising from, by your failure to provide Cross Street Cars with correct information.

All journeys originating out of the Swindon area (which are not return journeys where Cross Street Cars has taken you there) must be prepaid in full before the date of travel, unless you have account facilities.

Payment can be made by credit card, debit card (both subject to a 20% V.A.T. charge), cash or cheque with a valid guarantee card. Payment by cheque must be made at least 7 days before the date of travel.

Cross Street Cars shall be entitled to cancel all services and provide refunds in the event of a declared national emergency, riot, war, fuel shortage, extreme weather or terrorist attack, or other circumstances beyond its control. If the vehicle breaks down during your journey Cross Street Cars will attempt to arrange an alternative vehicle to complete the journey as soon as possible.

You shall indemnify Cross Street Cars against all losses, costs, damages and expenses arising from any act or omission of any passenger in your party.

Neither party excludes or limits its liability for death or personal injury caused by negligence, or for willful default or fraudulent misrepresentation or otherwise in any manner unenforceable by any applicable law.

Cross Street Cars will refuse or terminate any booking with immediate effect if it places any driver or vehicle at risk of damage, violence or abuse by you or by any passenger in your party and will ask all passengers to vacate the vehicle as soon as it is safe to do so. No refunds will be given if the journey is terminated part way through the hire.

Cross Street Cars shall store, process and use all information regarding your personal details in accordance with the requirements of the Data Protection Act 1998.

This Agreement shall be construed in accordance with English law and you and Cross Street Cars each agree to submit to the exclusive jurisdiction of the English Courts in respect of any dispute or claim arising out of or in connection with this Agreement.

Cross Street Cars reserves the right to amend, change, delete or add to these terms and conditions whenever necessary and without prior notice.