

Terms & Conditions for Able Connect Ltd - Chauffeur Business

1. Introduction These Terms & Conditions (hereinafter referred to as "T&C") govern the contractual relationship between Able Connect Ltd (hereinafter referred to as "the Company") and its clients (hereinafter referred to as "the Customer" or "you") who engage our chauffeur services. By booking and using our services, you agree to be bound by these T&C. It is essential to read and understand these terms before confirming your booking.
2. Booking and Cancellation Policy 2.1 Booking Confirmation To book our chauffeur services, the Customer must provide all necessary details, including pick-up location, drop-off location, date, time, and any other relevant information. A booking is considered confirmed only after the Company issues a confirmation email or receipt.

2.2 Cancellation Policy a) Cancellation by Customer: i. Cancellation made within 12 hours before the scheduled job: No cancellation fee will be charged, and any pre-paid amount will be refunded in full. ii. Cancellation made more than 12 hours before the scheduled job: A cancellation fee of up to £50 will be applied. The remaining amount, if any, will be refunded to the Customer.

b) Cancellation by the Company: In the unlikely event that the Company needs to cancel a booking due to unforeseen circumstances (e.g., vehicle breakdown, driver unavailability), the Customer will receive a full refund of any pre-paid amount.

2.3 Change of Booking Any request for changes to the booking details, including the date, time, or location, must be communicated to the Company at least 12 hours before the scheduled job. The Company will make reasonable efforts to accommodate such requests, subject to availability.

3. Payment Terms 3.1 Pricing The pricing for our chauffeur services is outlined at the time of booking. The Company reserves the right to update the pricing from time to time, and such changes will not affect confirmed bookings.

3.2 Payment Methods Payment for the services can be made via credit/debit card, electronic funds transfer, or any other payment method accepted by the Company. For certain bookings, a deposit or pre-payment may be required.

3.3 Additional Charges Additional charges may apply for any extra services or requests made by the Customer during the trip (e.g., additional stops, waiting time beyond the agreed period).

4. Conduct and Liability 4.1 Customer Conduct The Customer and their party are expected to behave in a respectful and responsible manner during the journey. Any damage to the vehicle or misconduct that results in additional costs will be the sole responsibility of the Customer.

4.2 Limitation of Liability While the Company will take all reasonable measures to ensure a safe and comfortable journey, it shall not be liable for any delays, losses, damages, injuries, or expenses incurred by the Customer or their belongings.

5. Insurance The Company maintains adequate insurance coverage for its vehicles and drivers as required by law. However, it is advisable for the Customer to have their travel insurance to cover personal belongings and other risks.
6. Complaints Any complaints regarding our chauffeur services should be reported to the Company within 24 hours of the completion of the journey. The Company will investigate and address the complaint promptly.
7. Governing Law and Jurisdiction These Terms & Conditions shall be governed by and construed in accordance with the laws of the United Kingdom. Any dispute arising out of or in connection with these T&C shall be subject to the exclusive jurisdiction of the courts of the United Kingdom.

By confirming your booking, you acknowledge that you have read, understood, and agreed to these Terms & Conditions set forth by Able Connect Ltd for its chauffeur business. If you have any questions or require further clarification, please contact our customer support team before proceeding with your booking.