

Our terms and conditions are here to help you. We want you to feel comfortable with the service that we offer.

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: A £50 deposit is required at the time of booking, this can be paid in cash, cheque payable to M G Witherden or direct bank transfer (details supplied upon request)

Balance: The remaining balance must be paid in full 30 days before the date of the wedding/special occasion. Please note that if the remaining balance is not paid 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, drink requirements 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: Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. If you are contracting with us as a consumer, online, by phone, at a wedding fair or any other venue including our office you have the right to cancel your contract at any time up to 14 calendar days after the day on which you ordered our services. Should you wish to cancel your order you must do so by email to: chauffeur@sussexbentleyhire.co.uk or by letter to: Sussex Bentley Hire, 16 Edburton Gardens, Shoreham by Sea BN43 5GR quoting the date of your hire booking. If a cancellation notice is received by us less than 30 days of the due wedding date and the balance has been paid then the balance will be refunded less a 20% handling charge. Any refund is made at the discretion of Sussex Bentley Hire. Postponements are deemed as cancellations 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 behavior 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 car 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 any time during the hire period. It is the responsibility of the hirer to ensure members of their party or guests 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: Seat belts must be worn at all times, children under the age of three cannot be carried because of this. Children over the age of three can be carried but must be under the supervision of an appropriate adult. All passengers must remain seated at all times. Cars will not carry more than 4 passengers. Under no circumstances should anyone be carried on another persons lap. No animals are allowed.

Access: The hirer should ensure that adequate access, turnaround and exit for the vehicle 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/special occasion hire transport has arrived to the hirer at the address given on the booking form. 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 who is to be collected.

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 vehicle in good order unforeseen events can arise, if the car you have booked develops a fault that cannot be rectified before leaving our base location, all efforts will be made to send a substitute vehicle as a replacement. If the value of the replacement vehicle is less than the hired vehicle the difference will be refunded, if the value of the replacement is greater then there will be no extra charge added. The decision will be given to the hirer whether to accept this option before we leave our base. If this option is not accepted by the hirer then a full refund will be issued and our liability will be no further. Should the vehicle become unserviceable during a booking a full refund will be issued. 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 effect journey times. Any delays en-route to any location, beyond our control 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: Whilst 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 (snow, ice, flooding) it will be decided by us if it is safe to operate our vehicles in the conditions at the given time. Should we consider it would be hazardous/unsafe 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 and suitable insurance to cover such situations.

Damage to vehicle: The hirer agrees that if any member of their party causes damage/theft of Sussex Bentley Hire 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 car will arrive in a clean presentable condition (outside of vehicle, subject to road conditions). Whilst small amounts of confetti /rice that may be carried into the car on a persons clothing is acceptable the throwing of these items inside the car is discouraged. Should a person be taken unwell in the car a cleaning charge will be levied. Should any of the above mentioned items 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.

Limitation of Liability: Sussex Bentley Hire 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, any confirmed bookings will be notified of any changes.