

# Wise Choice Cars

## Terms and conditions



### Operational procedures:

We will request a password that will need to be given each time a Taxi is booked, without this information a booking will be made provisionally but will need confirming using the password you have selected for the account. Bookings made by email will be confirmed by SMS text message to the account holder and via email. Telephone bookings will require the password. Any booking discrepancies should be notified to Wise Choice Cars immediately.

### Credit limit:

We will apply a £300 credit limit per 14 days unless an alternate amount is agreed. This is subject to the account being settled on time.

### Invoicing:

A two weekly invoice will be created which will detail every booking. (Time, pick up and destination together with the individual price for each booking). Invoices will be sent via email to the one provided, and a paper copy can be sent to the address provided if requested. An administration charge of 10% is applied per invoice.

### Payment terms:

Payment is strictly 14 days from invoice date e.g any bookings completed between 1st-14th of the month will be invoiced on the 15th of that month and payment will become due by the 29th of that month.

### Payment methods and options:

- A) By debit or credit card (10% fee is payable)
- B) Cheque made payable to "Wise Choice Cars"
- C) Bank Transfer
- D) Pingit

### Late payment penalties:

Late payment will incur the following penalties

- A) £15 administration charge per 14 days
- B) 5% surcharge per 14 days

*For example if you have outstanding £100 and do not make payment by the 14th day you will incur a £15 administration charge plus 5% surcharge that equals £5, so a total £20 charge.*

If this is still outstanding by the end of the next 14 days (so now 1 month overdue) a further £15 administration charge plus a further 5 % surcharge will be applied and so on until balance is cleared. (The account will be frozen until balance is cleared from 1st day of late payment).

### *Airport transfers:*

On collection from the airport you will be met personally by your driver, who will always send you a SMS text message to the number provided to inform you of their airport for waiting time and 30 minutes car park fee (either from the time the flight lands using our tracked collection service, or the clients given collection time). Waiting time in excess of this allowance will be chargeable at our usual rate of £20 per hour. We will always track your inbound flight number to check for delays and arrange for a driver to be there when a flight is late this is subject to a stand by charge. We have access to live flight arrival and departure information which help us to keep an eye on your flight, and helps make sure our drivers are always there on time. This helps to keep waiting time and parking charges to a minimum, even at the busiest airports such as London City Airport, London Gatwick, London Heathrow and others.

When booking either via email or by telephone, please provide a mobile phone number so that your driver may contact you directly.

For new customers all journeys originating at an airport which are not return journeys where "Wise Choice Cars" has taken you to the airport must be prepaid in full at least three days before the date of travel. This also applies for any other journeys originating more than 20 miles from our base in Henley-On-Thames, oxfordshire.

Payment can be made by credit card, debit card (both subject to a 10% surcharge), cash or cheque with a valid guarantee card.

### *Termination:*

Wise Choice 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 we 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. Our vehicles are all fitted with in-car cctv recording equipment for the protection of our drivers and passengers.

### The Service:

You shall be responsible for the behaviour of all the passengers in the vehicle during the journey. You will be charged £80 to cover cleaning costs in the unlikely event of the vehicle being soiled by any passenger!

Eating, drinking and/or smoking in the cars are not permitted. All children travelling during the journey should be restrained in a manner appropriate to their age, weight and height.

Suitable child seats should wherever possible be supplied and fitted by the child's parents. Such seats may be retained by the driver for use on the return journey. Wise Choice Cars will not carry more passengers than its insurance or licensing allows.

### Cancellations:

If you need to cancel your booking, please contact Wise Choice Cars as soon as possible. If you cancel a booking after the vehicle has been dispatched then a charge may be incurred, the charge will be based on the distance and time that the allocated driver has travelled/spent prior to the point of cancellation. As a general rule journeys from airports are dispatched up to two hours before flight arrival.

### Liability:

Wise Choice Cars shall use all reasonable endeavours to get you to your destination on time, but shall not be liable for any loss due to delays caused by road or traffic conditions beyond its control on the journey. Under no circumstances shall Wise Choice Cars be liable (in contract, or otherwise) for any loss of profits, business or for any indirect or consequential loss whatever. All luggage is carried entirely at your risk. Wise Choice 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 car breaks down during your journey Wise Choice Cars will endeavour to arrange an alternative car to complete the journey as soon as practicable. You shall indemnify Wise Choice 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 wilful default or fraudulent misrepresentation, or otherwise in any manner unenforceable by any applicable law.

### Benefits:

Credit / debit card facilities

Clearly printed invoices

Details of all journeys/costs involved

Priority booking procedure

Password protection used for authorising bookings

I (print name)..... agree to the above terms and conditions

Signed:..... Date:.....



## Account application form

### Personal/Business details

|   |                   |        |
|---|-------------------|--------|
| Business Name                               | Contact name      |        |
| Business/Personal Address                   |                   |        |
|   | Postcode          |        |
| Telephone Number                            | Email             |        |
| Accounts Depart Contact                     |                   |        |
| Telephone Number                            | Extension Number  |        |
| Email Address                               |                   |        |
| Memorable Password                          | Fax               |        |
| Preferred Payment Method (circle preferred) |                   |        |
| Bacs  | Credit/Debit card | Cheque |

### Credit Card Details (a valid card is needed to authorise account)

All major Credit/Debit cards accepted, Visa, Mastercard, American Express

|                     |             |                      |           |
|---------------------|-------------|----------------------|-----------|
| Name of card holder |             |                      |           |
| Type of card        |             | Credit/Debit card no |           |
| Start Date          | Expiry Date | Issue Number         | CW Number |

### Authorised Signatory

I agree to the terms and conditions as proposed by Wise Choice Cars

|           |      |
|-----------|------|
| Signature | Date |
|-----------|------|

## What to do next

Email or post completed form (with authorised signatory) back to us as soon as possible and we can set up your new account.

Wise Choice Cars

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