

## **Payment Methods**

Methods of payment can be in cash, cheques/ postal orders payable to Wedding Bugs.

Payment is required in full if your hire is within 1 month of the booking date.

No car or date is considered reserved without a deposit and booking form.

We will always write a confirmation letter for every booking. If you do not receive this please call us as soon as possible as this may mean we have not received your deposit.

Cancellations will only be accepted up to 30 days before the wedding/booking if a final payment has been made then we will refund this if we have received it before it was due i.e.: before the 30 days before hire period.

Deposits are Non-refundable.

Refunds will only be returned in certain circumstances as decided by Wedding Bugs directors. All refunds will be paid back via cheque this will levy a £10.00 charge to cover our administration costs.

If you wish to make a booking please send your payment and a booking form / letter detailing your arrangements and requests to:

Miss L Clement,  
34, Main Street,  
Kibworth Harcourt,  
Leicester.  
LE8 0NQ

Any bookings made with us constitute your agreement of the Terms and conditions.

## **TERMS AND CONDITIONS OF HIRE**

Hereinafter wedding Bugs shall be known as The Company and the named person making the booking shall be known as The Hirer. It will be deemed that The Hirer accepts responsibility for every person in his or her party and fully agrees to the conditions of hire as follows: -

1. All bookings are to be pre booked only and must be confirmed in writing, with a non-refundable deposit paid.
2. In the event of cancellation by The Hirer more than 21 days before the hire period, any deposit paid would be forfeit. Exceptional circumstances may allow partial or complete refund of deposit to be made; (e.g. bereavement, however this is entirely at The Company's discretion).

- 3. Full payment must be made no later than 30 days before the Hire period. No refund will be made of monies paid after this time.**
- 4. Late bookings can be made with immediate payment, dependant upon vehicle availability. You will not be allowed to board a vehicle until payment has been made**
- 5. The Company cannot accept responsibility for adverse weather conditions, or acts by other persons or organisations, which may impact adversely on the hire period, although we will do all we can to maintain appropriate standards despite difficulties not occasioned by ourselves.**
- 6. Whilst every effort is afforded to maintain the serviceability of the vehicles, responsibility cannot be accepted for mechanical, electrical or material breakdown whatsoever. In this unlikely event, every effort will be made for the immediate repair to the vehicle so that the journey can continue, or where possible The Hirer will be transferred to another vehicle{s} so that the journey can continue. Any reasonable extra cost incurred will be borne by The Company, or refund given.**
- 7. In the event of conditions in 5 or 6 or any other breakdown and or accident, no responsibility will be accepted for missed connections and/or functions, howsoever caused.**
- 8. In the event of a breakdown or accident to the vehicle, booked prior to the date of the booking, every effort will be made to supply an alternative vehicle{s} at the Company's discretion. If this is not acceptable to The Hirer a refund will be made of moneys paid.**
- 9. The Company reserves the right at any time to change/replace/renew the vehicle(s) booked or advertised in order to maintain The Company's high standards.**
- 10. The consumption of food/food products or drink is not permitted unless authorised by the company and NO SMOKING is allowed in the vehicles.**
- 11. The Hirer (as indicated below) shall be fully responsible and liable for any damage caused both inside and outside the vehicles(s) by The Hirer or any member and his/her party, howsoever caused. This includes incitement to ANY third party that results in damage to the vehicle or its contents. The Hirer will agree to be liable for the total retail cost of the repair and The Company will determine the location of the repairer. In additions, The Hirer will be liable to pay to The Company a fixed daily rate (determined by The Company) whilst the vehicle is out of commission for such repairs, plus any further incurred losses, i.e. lost bookings.**
- 12. The Company can at no time take responsibility for The Hirer's or any member of his/her party's possessions used or left in vehicles. The Hirer must make sure all possessions belong to the Hirer or any of his/her party are removed at the end of each rental term. (Employees of The Company cannot hold/store/safeguard any items left in this way.)**
- 13. The Company or its representative(s)/employee(s) reserves the right to refuse entry to the vehicle(s) or to any person(s) they deem unfit, for whatsoever reason, and can refuse to continue the journey if any**

**person(s) behave in a manner which may be detrimental to any other person or the vehicles and its contents. In this event no refund of monies paid will be given.**

**14. The Hirer will levy a £100.00 valeting charge if the vehicle(s) are misused through food, drink or illness or whatever the retail cost may be if in excess of this amount to rectify said damage caused.**

**15. Any extra requests or alterations to the booking (i.e. additional pickup points, change of venue causing extra mileage, or time not made at the time to book/confirmation cannot necessarily be entertained, although every effort will be made to meet these requirements, although they may necessitate further costs.**

**16. Once a booking is made and confirmed, the price quoted to The Hirer will not be changed unless The Hirer wishes to make alterations to the booking. Only in the event of fuel prices rising dramatically or for road charging and use of toll roads we will have to charge extra, you will be notified should this be the case.**

**17. Hire time will be deemed to have started at the time of the first pick up. (Long distances for picking up or dropping off must be agreed before hand.)**

**18. Due to insurance restrictions/licensing authorities our limousines and wedding cars have been designated NON SMOKING. Any infringement of this policy will render the rental invalid monies paid will be forfeited and the rental terminated immediately.**

**19. Any overrun of booked time due to alterations made on the day of hire must be paid for at the time of the rental in cash (full hours only).**

**20. Wedding Bugs will take photographs at your event; we may use them on our web site or promotional material. If you object please would you advise us at the time of confirmation.**

**21. We will not be responsible for late or missed connections due to traffic congestion on route to your destination, which are out of our control. We will always do everything we can to find alternative routes where possible.**

**22. We are a booking agent for our associates, we make it clear which cars belong to associates, they are responsible for their own weddings, vehicles and chauffeurs to include any insurance claims etc. We do carefully check anybody working within our company. Any problem that may occur with any associates vehicle or hire carried out by them will be dealt with directly by them. Wedding Bugs will always do everything in its power to resolve any problems with any of our vehicles and associates. If you encounter any problems with an associate our office is your first port of call and we will deal with your issue immediately.**

**23. Please note that we do abide by the child car seat laws; your wedding is a planned journey so if your child is required by law to use a child seat then they must do so in any hired car. You are responsible for supplying and fitting the seats to satisfy the safety of the child. Where seat belts are not available any child under the age of 3 years can not travel in the vehicle. If seat belts were not fitted at the time of manufacture then you**

**can not wear them, however this is not considered a safe way to travel.**

**IT IS ALWAYS ADVISABLE TO HAVE A BACK UP PLAN SHOULD THE WORST HAPPEN ON YOUR DAY FOR ANY VEHICLE YOU MAY HAVE BOOKED BE IT A WEDDING CAR OR MINI BUS ETC. CHECK THAT YOU HAVE A FRIEND, RELATIVE OR NEIGHBOUR AVAILABLE TO TAKE YOU TO YOUR CEREMONY 'JUST IN CASE'. KEEP LOCAL TAXI FIRMS PHONE NUMBERS TO HAND AND CONSIDER WEDDING INSURANCE.**

*By making a booking, The Hirer has entered into a binding contract with The Company. The Company's discretion will be exercised by the Directors of The Company in respect of all matters concerning The Company at all times.*