**TERMS AND CONDITIONS**

1. **SERVICE**
   1. It is Royal Limousine Services CC, CK 2004/085201/23 (“RLS”), vision to provide the best possible service to its customers in the provision of limousine transport. Any poor service and/or complaint must be communicated directly to the head office. For the attention of Shanaas Allie **– Tel: 021 703 7865 or e-mail to info@royallimousineservices.co.za**
2. **BOOKINGS**

All bookings are:

* 1. Subject to the availability of a limousine on the day of the customer’s event;
  2. Require a non –refundable deposit of R1,000.00 or 50% of the booking whichever is the greater;
  3. The balance of the quoted price must be paid to RLS by no later than the 7th day before the date of hire, failing which, the booking will be cancelled.
  4. No booking will be made without a deposit being paid.
  5. Once a booking has been made and confirmed and the deposit and/or full booking price has been paid, if the times and dates need to be changed by the customer, RLS will do everything in its power to accommodate the customer. However if RLS is not in a position to amend the booking then the rules as set out herein with regards to cancellation (Clause 3) shall apply i.e. in the event that the date change is more than 7 days from date of the event, the full contract price will be refunded and in the event that the date change is within one week of the event and RLS cannot accommodate the customer then and in that event the full contract price will be forfeited.

1. **CANCELLATIONS**
2. **Cancellations are subject to the following:**
   1. **In the event that a client cancels a booking within 7 days of making the booking then you forfeit a R1000.00 which is non-refundable**
   2. **In the event that a client has settled the full contract price and cancels the booking at least 7 days before the due date the client will receive a refund, within 30 days of the cancellation, which will be calculated as follows: amount paid less a damages deduction of R1000.00( booking fee.)**
   3. **In the event that a customer cancels a booking 7 days or closer to the due date, the full contract price will be forfeited. This means that if you cancel the contract during the week before the due date you will lose all monies paid to RLS. RLS reserves the right to claim the full contract price in respect of any outstanding balance. Should it be necessary for RLS to take legal action against a client, that client will be responsible for RLS’ legal costs on an attorney own client scale.**
3. **PAYMENTS**
   1. RLS accepts do not Cheques and credit cards. If a customer makes a same day booking and is unable to make an electronic funds transfer (“EFT”) or direct bank deposit at the time of making the booking, payment can be made in cash to the driver on arrival. All cash deposits made into our bank account must include R100.00 for bank charges. If payment cannot be made to the driver on arrival at the pickup address, the driver will not proceed with the trip and the booking will be cancelled. This will be regarded as a breach of contract and RLS reserves the right to institute proceedings against the customer for damages.
   2. If a client needs a receipt for cash payments that was paid over to the chauffeur then the office can mail a receipt in the morning.
   3. Please tip the chauffeur 10 – 15% gratuity at the end of the booking.
   4. All corporate or agent bookings must pay gratuity & damage deposits upfront to the company before the booking takes place.
4. **USE OF MOTOR VEHICLES**
   1. The customer shall be responsible for damage or extensive cleaning to the interior contents of the limousine including glasses, upholstery, carpets, and windows while in possession of the vehicle.
   2. RLS requires a refundable deposit of a R200.00 to cover all damages or if extensive cleaning needs to be done per occasion. The refundable deposit will be refunded of the 20th of every month if there are no damages incurred. Damages will be deducted from the deposit and in the event that the damages are in excess of R200.00, RLS reserves the rights to institute proceedings against the customer for the recovery thereof.
   3. In the event that children are to be transported by RLS a nominated adult of the customer or the customer her or his self has to accompany the minor child / children.
   4. The customer is to discuss the route to be taken with RLS prior to departure and with the driver to prevent any misunderstandings or unnecessary delays on the day of the event. It is RLS’ prerogative to refuse to follow any route which might endanger passengers and/or the motor vehicle.
   5. Customers are requested to supply their own liquor for any occasion in the limousine.
   6. In the event that a booking will last for longer than 4 to 5 hours travelling time outside of Cape Town, then the customer will provide accommodation and food for the driver.
   7. No smoking is permitted inside of the limousine. The use of any drugs or substance having a narcotic effect in the limousine is strictly forbidden and in the event that it comes to the driver’s attention that such illegal substances are being used, the trip will immediately be cancelled and the passengers returned to the pickup point.
5. **EXCLUSIONS**
   1. **RLS will not be held responsible for any loss or injury caused to property or person as a result of theft, fire or any cause whatsoever while in or near the vehicle.**
   2. **RLS will not be liable for loss or damage to any items left in the limousine.**
6. **BREAKDOWN**
   1. In the event that a limousine breaks down, RLS will do everything in its power to supply a replacement vehicle to fulfil RLS’ obligation. RLS reserves the right to supply an additional vehicle which might be a different make and/or colour and/or model. In the event of such an occurrence RLS shall not be held liable to refund any amount based on the fact that a different vehicle was supplied.
7. **SPECIAL OCCASIONS**
   1. Matric Dances
   2. In the event that a limousine service is booked for a matric dance, RLS will only include 3 individual pickups with any one booking which must take place within 2 hours. In the event that there are delays occasioned by these pickups then the customer making the booking will be liable for the additional hour charge. If this is not agreed to at such time RLS reserves the right to withdraw the limousine.
   3. The limousine can only be utilized for the services of the matric pupils and not for the parents. A matric booking is a package deal of 2 hours and even in the event that the drop off takes less than 2 hours, the price for 2 hours is applicable.
   4. Weddings
   5. RLS only provides a wedding service on a Saturday which is subject to a minimum of a 2 hour booking. Any wedding booked for a Saturday morning must be completed before 12pm. It is further a requirement of any wedding booking that the exact beginning and end times are supplied in writing to RLS.
8. Airport transfers:The boot of the limousine can take a maximum of 3 – 4 bags; more luggages will necessitate the hire of a further vehicle. This could be arranged by RLS at an extra cost to be negotiated, should this be necessary.

**BY MY SIGNATURE HERETO I CONFIRM THAT I HAVE READ THESE TERMS AND CONDITIONS AND THAT CLAUSE 4 & 7 HAVE BEEN BROUGHT TO MY ATTENTION AND THE CONTENTS THEREOF HAVE BEEN EXPLAINED TO ME, WHICH I UNDERSTAND.**

**DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2014**

Customer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Witness: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_