

# Terms & Conditions

## Shetland Chauffeur Company – Chauffeur Services

These Terms and Conditions (“Terms”) govern all bookings and services provided by Shetland Chauffeur Company (“the Company”, “we”, “us”, “our”). By making a booking with us, the client (“you”, “your”, “the passenger”) agrees to be bound by these Terms.

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## 1. Bookings

- 1.1 All bookings must be made in advance through our official booking channels (website, phone, email).
  - 1.2 The Company reserves the right to refuse any booking at its discretion.
  - 1.3 It is your responsibility to provide accurate details (pick-up time, date, location, passenger information, and destination).
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## 2. Pricing & Payment

- 2.1 Prices are provided at the time of booking and may vary depending on the service type, vehicle, and journey details.
  - 2.2 All prices are inclusive of vehicle, driver, fuel, and standard insurance unless otherwise stated.
  - 2.3 Additional charges may apply for waiting time, extra stops, route changes, tolls, parking fees, or damage caused by passengers.
  - 2.4 A deposit of 20% will be taken at the time of booking. Payment must be made in full 1 week prior to the service. No account facilities are available at this time.
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## 3. Cancellations & Refunds

- 3.1 Cancellations made more than 2 days before the scheduled pick-up time may be eligible for a full or partial refund.
  - 3.2 Cancellations made within 24 hours of the scheduled pick-up time may be charged in full.
  - 3.3 In the event of a no-show, the full booking fee will be charged.
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## 4. Passenger Conduct

- 4.1 Passengers must behave in a respectful and safe manner at all times.
  - 4.2 Smoking, the use of illegal substances, or excessive consumption of alcohol in our vehicles is strictly prohibited.
  - 4.3 The Company reserves the right to terminate a journey without refund if a passenger’s conduct puts the driver, vehicle, or other passengers at risk.
  - 4.4 Passengers will be held liable for any damage caused to the vehicle.
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## 5. Luggage & Personal Belongings

5.1 Passengers are responsible for their luggage and personal belongings.

5.2 The Company accepts no responsibility for loss or damage to personal items left in the vehicle.

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## 6. Delays & Liability

6.1 While we make every effort to arrive on time, we are not liable for delays caused by traffic, weather, road closures, accidents, or circumstances beyond our control.

6.2 The Company shall not be held liable for any loss, expense, or inconvenience caused by such delays.

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## 7. Insurance & Safety

7.1 All our vehicles and drivers are fully insured in accordance with local laws and licensing requirements.

7.2 Seatbelts must be worn by all passengers at all times.

7.3 The Company will not be liable for injury, loss, or damage resulting from failure to comply with safety instructions.

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## 8. Force Majeure

The Company shall not be held responsible for any failure to provide services due to events beyond its reasonable control, including natural disasters, strikes, government restrictions, or unforeseen emergencies.

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## 9. Amendments

We reserve the right to update or amend these Terms at any time. The version in effect at the time of your booking will apply.

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## 10. Governing Law

These Terms shall be governed by and construed in accordance with the laws. Any disputes shall be subject to the exclusive jurisdiction of the courts of Scotland.