

# White Heather Wedding Cars

SOMETHING OLD, SOMETHING NEW, SOMETHING BORROWED, SOMETHING BLUE

## Terms and Conditions

Our terms and conditions are set out below are here to help you. We want you to be fully comfortable with everything about White Heather Weddings and the services we offer and feel confident you have all the facts to hand so there will be no hidden surprises along the way. Please take a few minutes to read the information below. It may well answer any questions you may have!

- **Acceptance of Service**

Customers accepting our services verbally or in writing are entering into a legally binding contract. White Heather Weddings cannot and will not accept any responsibility or liability for disappointment caused by circumstances beyond its control

- **Provisional Bookings**

Bookings will be provisionally held as a gesture of goodwill for a maximum of 5 days. Unconfirmed bookings after this period will be re-booked

- **Deposits and Payments**

A £100 non returnable deposit will be required when making a booking – the balance is payable in full 4 weeks prior to the wedding. **If a booking is made between 14 and 28 days before the event, payment in full will be required on booking.**

- **Booking Price**

The booking price is the final price quoted once a route and all requirements have been firmly established with White Heather Weddings. The price quoted will be an inclusive price and no VAT or any other hidden charges will apply. Bookings after 6pm will incur a 25% surcharge. Please note that any additions made once the booking form has been accepted, signed and returned – ie extra trips etc will be chargeable to the customer with no exceptions

- **Cancellations**

Cancellations must be concluded 21 days prior to the event otherwise the balance in full will remain payable. If cancelling through unforeseen or tragic circumstances, then providing the cancellation falls within the same timescale, the customer will be asked pay 50% of the outstanding balance at the discretion of White Heather Weddings. A full refund of the balance minus the booking deposit will be returned if the cancellation falls outside the 21 day period. All cancellations must be made in writing (not email) then signed and dated and sent by post. They must outline the reasons for the cancellation by the person that made the booking. A letter of receipt will be issued by White Heather Weddings to confirm the cancellation

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- **Booking Refusal**  
White Heather Weddings reserves the right to refuse a booking
- **Smoking**  
No Smoking in or around our cars please!
- **Damage by Customers**  
Customers are fully liable for any damage caused to the vehicles or loss of any property belonging to White Heather Weddings by themselves or any members of their party
- **Loss of Belongings**  
White Heather Weddings will not accept any liability for any belongings lost by the booking party whilst using its services
- **The Customer**  
The customer is the person making the booking and who is solely responsible for the said booking