

GCS Terms & Conditions

We are pleased to welcome all customers and to ensure we all know where we are these terms of business set out how we work together.

Our business trading as GCS Classic Private Hire and Gentleman's Carriage Service is part of TS Operating Services Ltd but for the purposes of these terms will be referred to as "GCS" hereafter.

All business between you, our Client and Customer and GCS is a transaction based on the terms and conditions defined here. When any Client places an order the assumption, therefore, is that they agree to all the terms and conditions defined here.

Purchase of Services

By placing an order with us by our website, phone or via email, you agree that you are legally capable of entering into an agreement with us and you are at least over 18 years old.

Bookings

Our team will make every effort to assist their customers 24/7. We may require 24 hours' notice to prepare the chauffeured vehicle for your specific journey. All prices quoted are in GBP, with hiring starting at the pickup point (A) and finishing at the drop off point (B) except those hires to or from various airports or those that are the subject of a fixed charge.

To obtain a quote or make a booking through our booking agents, you will need to provide us full contact details, full name, contact number, postal and email address.

Online Bookings

All online bookings are subject to GCS approval. Occasionally errors may occur where online maps & quotes are calculated incorrectly, in the instance where an error is made and a product is listed at an incorrect price, GCS shall maintain the right to refund or cancel orders placed at the incorrect price. If the order has been confirmed and charged to your credit card, GCS shall immediately issue a credit in the amount of the incorrect price or where unsuitable issue a full refund.

Prices and product availability may be subject to change without notice if circumstances change for us. We reserve the right to limit any promotional products. Separate policies may apply to any specific offers within our website. See individual offer policies and notes for details.

GCS is not responsible for typographical errors and we make every effort to ensure the accuracy of the information published in our brochures and websites. The documents and graphics published on this site may contain technical inaccuracies or typographical errors. GCS makes no representation about the suitability of the information and graphics represented on this site.

GCS request a minimum of 24 hours notice for any Online Bookings if you would like to book a car with less than 24 hours notice – Please call our bookings team.

Privacy Policy

We will treat all your personal information as confidential and it will not be disclosed to any third parties and we will only use it in accordance with our Privacy Policy.

When you book on our Website, we will ask you to input personal details in order for us to identify you and secure your bookings, such as your name, e-mail address, billing address, credit card or other payment information. We confirm that the payment information will not be held by us, but securely encrypted on the third party payment system. Your email address is automatically entered onto our mailing list and we may send you an email from time to time, but you can unsubscribe at any time. If you are or have been our client in the past, we will not use your name or corporate logo on our website/s without your written consent.

Journey Charges

We always try to agree charges for each booking from the outset but additional waiting time and fuel costs may need to be applied with your agreement.

Return journeys booked on the same day for events such as Wimbledon Tennis, Ascot etc will be charged a waiting time from drop off until pick up time plus car park charges. Single journeys from or to events such as above or concerts in O2 or Wembley are subject to additional charges. Please call us and discuss your requirements.

Waiting Time

All quotes for journeys collecting from an airport include 50 minutes of complimentary waiting time. All other journeys include 20 minutes complimentary waiting time. After the complimentary waiting time for all journeys, a charge calculated in 20 min increments of GBP £60/hour will be applied.

Payment

All our specified charges in the current tariff published by GCS, are payable under the terms of a monthly credit account or a credit card pre-approved. The credit or debit card you provide when making the booking may be charged for any additional charges e.g. extra waiting time, parking charges with your agreement.

Credit card payments are subject to a non-refundable 2% surcharge. Debit cards have no surcharge.

All online quoted prices are inclusive of 20% VAT.

Your booking may be subject to additional waiting time and car park charges.

The charge on your credit/debit card statement will be shown as TS Operating Services Ltd.

Rates are subject to change at any time without prior written notice.

Cancellation and Refund

For all bookings (excluding Wedding Service) cancellations or amendments must be made and acknowledged by GCS 12 hours before the scheduled pick up time. GCS reserves the right to charge the Customer for the full amount otherwise. This also applies to bookings that are made within 12 hours of the pickup time.

- For Wedding Service bookings 7 days, notice must be provided to cancel wedding bookings.
- If Wedding Service cancellations are made within 7 days 50% of the booking fee will be charged.
- If Wedding Service cancellations are made less than 48 hours of the booking date the full amount will be charged.

If a cancellation is made and acknowledged by GCS 12 hours before the booking is scheduled, GCS will refund the full amount charged to the debit or credit card used to make the booking. Please note credit card charges are not refundable.

- Single journeys are subject to 2 hours free cancellation or amendment.
- Airport transfers are subject to 12 hours free cancellation or amendment.
- Up to 30% administration fee may apply to your booking(s) or cancellation based on administration time and efforts spent at our discretion.

Missed Appointments

If the Customer fails to show at the designated location for which a reservation has been made and a confirmation issued, a charge will be made in proportion to our time spent or allocated.

Chauffeurs & Luggage

Our Chauffeurs will drive at reasonable speeds according to their judgment of road conditions and traffic. If a Customer specifies a destination, the Chauffeur will, unless otherwise instructed, travel by the route which is, in the Chauffeur's opinion, the best and most convenient for motoring, whether the route is the shortest or not, and no allowance will be made to the Customer on the ground that the route adopted is not actually the shortest.

A reasonable amount of Customer luggage is allowed, but if in the opinion of the Chauffeur this amounts to an excessive weight or bulk, it will not be carried. We can supply Support Vehicles for Customers with large or bulky luggage.

Vehicle Availability

GCS reserves the right to interchange vehicles before service is provided based on availability, without prior notice, if a vehicle that was previously requested is unavailable or if there is a risk that a Chauffeur will not arrive on time for your appointment.

In any event we will provide vehicle(s) equal to or exceeding the specification of the vehicle originally requested.

Fitness to Travel

Any Customer and passengers who are thought to be under the influence of alcohol or drugs and whose behaviour poses a threat to the Chauffeur, the vehicle or other passengers, may not be permitted to travel. Similarly any Customer and passengers who are clearly unwell before a journey commences, would not normally be permitted to travel.

Conveyance of Animals

No animals (other than guide dogs and hearing dogs) will normally be permitted to travel on any vehicle without prior agreement from GCS.

Responsibilities

GCS accepts no responsibility for any loss or damage to any luggage or property carried in or on our vehicles unless the loss or damage is a result of negligence by GCS and its Chauffeurs. If property is left in a vehicle, we will gladly return any such items, subject to the Customer paying the reasonable costs of returning the items to their address.

Missed Flights

GCS will not be responsible to pay for any missed flights.

Damage to Vehicles

In the event that the interior or exterior of the vehicle we provide is soiled or damaged by the Customer or passengers, a valeting or repair charge will be applied to their account after consultation and agreement.

Zero Tolerance Policy

GCS have a zero tolerance policy against any instances of harassments, discrimination, and rudeness either verbally or in writing against our employees and contractors. In such an event, we reserve full rights to immediately withdraw our goods and services to Customers

Customer Accounts

All Customers using our Private Hire Service will be invoiced on a monthly account basis.

Wedding Services Customers may pay a deposit and contributions towards the total value of a booking but any balance due will be invoiced on account after our service has been provided.

The Customer shall pay all Charges, any administration fee and any applicable VAT (without set-off or deduction), as invoiced by GCS, within 30 days of the date of an invoice.

Payment shall be made by bank transfer (BACS) to such bank account as GCS shall notify the Customer or by Debit or Credit card by telephone with our Office.

Up to 30% administration fee may apply to your booking(s) or cancellation based on administration time and efforts spend from our admin team. Such cost will be at our discretion.

In the event of non-payment of any account by the due date, we shall be entitled to charge and the Customer shall pay interest at a rate of 10% per annum on any amount outstanding until payment is made.

We may, at any time, set a credit limit for any Customer and we shall not provide Account Services once that limit has been reached. Any credit limit will be notified to the Customer in writing.

Any dispute concerning our charges shall be submitted in writing by the Customer within 14 days of receipt of our invoice.

When an Account is closed, the customer shall pay GCS all outstanding charges which are owed as at the date of termination of their account.

Exceptions

GCS will not be liable or responsible for any failure to perform or delay in performance of, any of our obligations under a Contract that is caused by an Event beyond Our Reasonable Control. This would including war, invasion, hostilities (whether war declared or not), civil war, revolution, rebellion, Storm, flood, snow, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks. Without limitation traffic delays, tyre punctures, road traffic accidents, road closures due to accidents and vehicle breakdowns, strikes and lockouts. Please note: in the event of vehicle break down, punctures or accidents – we will do our best to complete the journey with another vehicle or Chauffeur, but will not guarantee the arrival time. If an Event beyond Our Control takes place that affects the performance of our contractual obligations we will contact you as soon as possible to notify you.

Complaints

In the event of a complaint about a service provided or not provided by GCS, the Customer should endeavour to seek a solution at the time by seeking assistance from the Chauffeur or from the company. If this has not provided a remedy, complaints should be submitted in writing and within 14 days of the date on which GCS provided or not provided service. GCS will acknowledge all complaints within 14 days and will normally reply fully within 28 days.

Fraud

Any credit or debit card payments must be authorized by the cardholder named when making a booking with us. We withhold the right to cancel your booking without prior notice if we reasonably suspect that you or the cardholder are associated with any kind of fraudulent activity. Such suspicion may be based on the following activities:

You cannot provide, when questioned, information about the itinerary such as full pick up and destination addresses, full passenger name and contact number or any other mandatory requirements by the company;

You cannot provide when questioned, contact information for the cardholder so that we may carry out security checks.

The cardholder did not authorize the payment and claims that the booking is fraudulent:

There has been previous fraudulent activity/chargebacks by you or the cardholder;

Information given while booking is erroneous/ inadequate/ inconsistent/ linked to fraudulent behavior;

If we reasonably suspect that you or the cardholder are associated with any kind of fraudulent activity we reserve full rights to refuse any bookings and we may report you or the cardholder to the fraud department.

Best Practice

We endeavour to provide the highest standards of safety and service. Each vehicle is maintained and tested in accordance with Public Carriage Office regulations and manufacturer's recommendations. Each Chauffeur complies with the Private Hire and Public Carriage Office regulations as laid down by the Ministry of Transport and the DVLA.

These Terms & Conditions are governed by English Law. Effective from October 1st October 2018