

# Pronto Cars (London) Ltd

## Terms Of Hire

1. All booking are made via the Pronto Cars website or directly via our control centre.
2. The sending or making of a booking request does not confirm a booking and in no way obligates Pronto Cars contractually or otherwise until Pronto Cars confirm a booking in writing via email or other.
3. Any changes to the booking must be notified to Pronto Cars as soon as Possible, as it is possible that Pronto Cars will cancel your booking at point of pickup should it then interferes with other booking.
4. All drivers are self-employed, fully insured (with hire & reward insurance) Public Carriage Office registered plus personally responsible for all goods & persons carried, therefore Pronto Cars does not accept any liability for persons, personal belongings or any goods carried. Unless it should be proven that Pronto Cars did not ensure that drivers insurance was up-to-date.
5. It should be noted that Pronto Cars is primarily a passenger service; therefore most drivers do not have goods in transit insurance or insurance to cover articles of high value. It is therefore your responsibility to ensure the cover of any item that you wish transported that is of a high value.
6. Pronto Cars does not accept any liability for late vehicles either at a pickup point or destination, or for any unforeseen event, therefore it is your responsibility to ensure that you allow enough time when booking to allow for any unforeseen event and to meet any personal or business timetable.

## Confirmation of bookings:

1. For credit card payments: Pronto Cars will issue a confirmation or booking subject to time slot availability via email or other. However Pronto Cars reserve the right to cancel a booking without notice & without prejudice should the credit card company refuse payment. In the unlikely event that this happen Pronto Cars procedure is to issue an email notifying you of the situation & informing you that your booking is cancelled.
2. For cash payments & payments made by Credit/Debit card. Pronto Cars will notify you upon receipt of your booking request (by return email or other) that your booking has been accepted and confirmed.
3. The Pronto Cars office are manned 24 hours a day 7 days a week so should you need any follow up confirmations please call us on  
0207-286-8888 or 0800-286-222.

## **Payments**

1. Except of inbound journeys from airports that must be paid by credit card in advance we accept payment for all other journeys by cash or Credit/Debit card.
2. Cash payment is made directly to the driver who will issue a receipt at point of payment. (Point of payment being the end of the contracted journey).

3. Credit card payment (or any payment made to Pronto Cars) is subject to a 20% VAT (Value Added Tax) government taxation charge irrespective of where the booking is made from, as all work is carried out in the UK and is therefore subject to VAT.
4. Where a booking is made by credit card and the passenger/s choose alternative destinations to those booked, the driver will charge any differences, which should be made in cash (pound sterling) after receiving a quote for any differences from control center.
5. Where the journey is a shorter distance than that booked a refund will not be made (either in full or in part) as you have not informed us of any changes and in breach of the contracted journey. Please see cancellations & refunds.

### **Refunds & cancellations**

Refunds & cancellations -Credit card:

In the event that an error occurs in your charging that should result in you being overcharged, or you feel you should receive a refund for any reason please contact us as soon as possible

#### **Please Note:**

- Any journey may be cancelled up to the time a job has been dispatched. In which case a full refund will be made less a Ten-pound cancellation fee.
- Where a job is cancelled on arrival or the driver is on route to you no refund will be made.
- In the event that Pronto Cars should be in breach of any contracted journey a full refund will be made without any cancellation fee or other
- All refund will be re-credited to your credit card but no circumstances will a refund be made in any other way when payment is received by credit card.
- Refund should register on your account within 56 hours; in the event that it doesn't please contact us again we will chase it up for you.

### **Refund – Cash & UK cheque:**

In the event that a driver overcharges you or you feel that you should receive a refund for any reason please contact us as soon as possible and we will look into the matter for you. If a driver has overcharged or a refund is found to be appropriate a refund will be made in pound sterling by UK cheque and posted to you anywhere in the world.

#### **Multi drops or pickup**

For Multi drops & pickup will require a quote directly from the control center. When these quotes are made allow ten minutes waiting time at each pickup point or destination, however; should a vehicle be kept waiting at any such point in excess of fifteen minutes the driver will make a cash charge for the difference.

#### **Miscellaneous**

1. It is your responsibility to have read and understood Pronto Cars terms & conditions, & privacy policies prior to ordering a vehicle.
2. Ordering a vehicle confirms acceptance of our terms & conditions, & privacy policies without reservation.

In all cases the Laws of England & Wales shall apply  
All personal data is protected by the Data Protection Act  
& UK statutory rights apply.  
All rights reserved.