

Q. Can you make additional trips, for example to take bridesmaids to the church and to the reception?

A. Yes we can, but you need to consider how long the first people we take to the ceremony/reception etc. will be waiting before you arrive. Booking two cars may be preferable; this does not cost twice as much.

Q. How reliable are your cars?

A. Our cars are extremely reliable; they are maintained by a motor engineer with a lifetime of experience. They are checked over before every outing. We also have contingency plans in place to get you to your destination in the event of a breakdown.

Q. Can you provide additional services such as champagne after the ceremony?

A. Yes, we can, it is not part of our normal service but we are happy to provide this and anything else that will make your day special in the way you want it to be, just ask. If we don't do it we may know somebody else who does.

Q. Do you provide ribbons and bows and drivers tie or other items to match our colour scheme?

A. We are happy to provide items to match your scheme but please bear in mind that we may need to order these from your supplier in order to get an exact match. We will need sufficient time to do this. Whilst most items will be included in our fee we may make a charge for items we cannot/ are unlikely to use again or which are excessively costly.

Q. When do I have to pay for your services?

A. A deposit is required at the time of booking, currently this is £100. The remainder of your hire fee and any other charges are payable in full one month before your wedding. If you require additional chargeable services which we need to order

from third parties we will require payment for those items prior to ordering them.

**Q. Is my deposit refundable?**

A. We will refund your deposit in full up to two calendar months before your wedding and will refund 50% up to one month prior to your wedding day, after that there will be no refund. There is no refund for goods or services ordered from third parties except when we can obtain a refund from our suppliers, in this case we will pass this on to you.

**Q. How much do you charge for your services?**

A. We charge a fixed rate for our standard service. Other services are charged on the basis of their cost plus the estimated additional time it will take to provide that service. When you tell us what you want we will be able to provide you with a hire fee immediately and for other services when we can establish their cost to us.

**Q. How many passengers do the cars take?**

A. Our cars take three or four passengers plus the driver in comfort.

**Q. Do these cars have seatbelts?**

A. No, these cars were not designed to have seatbelts fitted. Our cars are driven at a speed that befits their age and the occasion by extremely experienced drivers who always have your safety as their primary concern.

**Q. Do you take child passengers?**

A. We do not normally take passengers under the age of 12 years because our cars are not fitted with childproof safety locks but if you have child passengers please talk to us as we can sometimes make exceptions.

**Q. Can you take passengers with special needs?**

A. We are happy to take passengers with special needs provided they can access our cars and can travel safely without seatbelts or other restraints. If you would like us to take such a passenger it is essential that you tell us at the time of booking so that we are able to establish and provide any additional support required to enable them to undertake their journey with us. We cannot carry wheelchairs; our cars were simply not designed for them.

**Q. What will the chauffeur wear?**

A. Your chauffeur will wear a smart contemporary suit and tie or if you prefer a 1930's style double breasted chauffeurs uniform with some of our cars. He will also wear a drivers cap or Trilby hat and gloves if you wish.

**Q. Are you available for weekday weddings?**

A. Yes our cars are usually available for hire seven days a week but may not be available on some days due to scheduled maintenance.

**Q. When can I expect you to be there on my big day?**

A. We will be there to pick you up at the time agreed with you. When you book we will advise you of the time we think you need to leave. If you prefer us to be there early so that you have one less thing to worry about we are happy to do that, if you prefer us to stay away until the appointed time we are happy to do that as well.