



Terms and Conditions

Collect-a-car is committed to presenting terms in an easy to understand manor, avoiding any misinterpretation or confusion wherever possible. The agreement is simple; a safe and enjoyable environment for both customer and employee.

Upon booking, subject to availability, Collect-a-car will agree to provide a chauffeur to a specified site for the purpose of driving the customer's car and, if required, any passengers to a specified destination. The driver will be respectful of both the car and all its occupants throughout the journey. This same respect is expected in return, collect-a-car will treat any instances of any form of abuse very seriously, always acting on our employee's behalf wherever possible.

In return, the customer must pay the agreed tariff, this tariff is shown on the website under 'price' or 'packages', quotes for any given journey are available on request. Please note, during bank holidays these prices are higher, but again quotes are available upon request and this higher tariff is also shown on this website. Printed literature will be updated periodically, please refer to the website, particularly with regard to pricing structure.

All bikes are tracked continuously in real time for both yours and Collect-a-car's safety; this is logged and can be accessed at a later stage if there is any discrepancy as to the speed or location of one of our riders at any given time.

All bookings are subject to availability. Collect-a-car and their employees reserve the right to refuse, cancel, or terminate a booking at any time, at their sole discretion.

It's the customer's responsibility to ensure that their boot is clear. If there is insufficient room to fit the folded scooter into the boot, full cancellation charge will apply.

All Collect-a-car's drivers have to pass a rigorous driving test to insure they are capable of keeping you and your car safe whilst you travel in comfort.

All drivers are comprehensively insured up to a maximum of £50 000. Insurance cover excludes any consequential losses.

Collect-a-car will not accept any liability for the mechanical failure of a vehicle whilst it is under our control.

The customer will be asked to confirm that the car they are giving permission to drive is either owned by them or under their administration. The customer will also be asked to confirm that the vehicle has a valid tax disk and MOT certificate. The driver will act in good faith and through this agreement will pass responsibly for these attributes to the customer.

Cancellation of the standard service is priced at:

- 1 ½ hrs or more notice - No Charge.
- Less than 1 ½ hours notice - £10.
- Less than 30mins notice - Full cost of trip.

Chauffeur service is priced at:

- 24 hrs or more notice – No Charge.
- Less than 24 hrs notice – 50% of fare.

Car only service:

Priced as standard service.

Corporate events:

Agreed on booking.