



JULIET ROSE

Juliet Rose (Lifestyle) Limited Terms & Conditions of business

The terms and conditions set out within this document form part of the contract between any individual client or representative 'the client' and Juliet Rose (Lifestyle) Limited 'the company'

1. Payments

Payments for all bookings and memberships will be required in advance unless you have a prearranged credit facility with the company. Payment terms will be in accordance with any specified settlement date but no later than 30 days from date of purchase or instruction. Any late payments will incur a late payment charge that will be calculated by the company based on additional cost to the company but will not exceed 10% of the invoice amount per month. Payments can be made by cheque, cash and electronic transfer. Credit Cards are also accepted with a handling fee of 3% being added, this includes American Express, Visa & MasterCard. Cheques should be made payable to Juliet Rose (Lifestyle) Ltd and posted to the company and should arrive by the agreed date or 7 days prior to payment being due.

2. Cancellations

Should the client wish to cancel they must have their request acknowledged and confirmed in writing by the company. The company will always aim to be as flexible as possible, however, unless advised differently by the company the following cancellation policy will apply:

Cancellation up to 72 hours prior to service commencing:

No charge taken other than any non-refundable deposits or pre-payments that are taken on a clients behalf (e.g. Juliet Rose packages, concert tickets, flights)

Cancellation within 72 hours of service commencing:

The client will have to pay 100% of any charges, the company will however, whenever possible aim to refund any costs where possible.

No-Shows:

All No-Shows will be charged in full.

Membership:

Membership credits are non refundable and are valid for 5 years.

3. Gratuity

All gratuities are paid by the client, at the clients discretion.

4. Confirmations

Booking can be made by phone, email and online and will then be confirmed by the company in writing.

5. Alterations

Should the client wish to make any alterations, they must be acknowledged & confirmed in writing by the company.



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6. Meet & greet

For National & International arrivals your driver will greet you next to the information desk in the arrivals hall in the relevant terminal or station. Your driver will be holding a branded board with your name and will assist you with your luggage and escort you to your vehicle and drive you to your destination.

7. Waiting Time

The company allows a 15-minute waiting time for pick-ups. This is extended for airport pick-ups to 30 minutes for domestic arrivals and 60 minutes for international arrivals free of charge. Any excess will incur additional charges in line with the company's standard hourly rate. This excludes clients on bespoke trips of four days or more.

8. Luggage Allowance

The company considers one large bag and one small bag as standard luggage allowance. We ask that you inform us of any additional pieces of luggage so we can make necessary arrangements.

9. Client's property

The company is not liable for the property of any client or their guests should they be lost or damaged whilst in one of our vehicles. If you have left any of your belongings in our vehicles please contact us directly on +44 (0) 207 887 6305.

10. Additional Services

All members will have the ability to request bespoke services, should you have a specific request we will endeavour to accommodate. Please contact us and we will be pleased to assist you.

11. Emergencies

Should you require our assistance for any reason, please contact us immediately on +44 (0) 207 887 6305. Should you require immediate emergency assistance (Fire, Police, Ambulance) in the United Kingdom call 999.

12. Complaints Procedure

The company request that the client immediately notify us of any problems that you encounter with any services received. The company will not accept any liability if the complaints procedure below has not been followed.

Informed by phone: within 24 hours of service conclusion.

Informed in writing: within seven working days of service conclusion.

The company requires the procedure to be followed in order for us to investigate and rectify the problem.