

DELUXE DRIVERS GENERAL CONDITIONS 2011



The conditions hereafter are applicable regardless of the general conditions of purchase of the client. Any modification proposed by the parties must be by written agreement.

SERVICE

I. Pick up and drop off is guaranteed from your place of stay, at the specified booking times that appear on the voucher.

II. Any damage caused inside the vehicle will be charged. Smoking in the vehicles is strictly prohibited.

Seat belts must be fastened AT ALL TIMES.

III. As our drivers' responsibility is engaged during the vehicle renting period, they are required to apply and enforce all current laws.

No requests shall be made by the client, nor shall any request be honored by the driver to exceed the authorized speed limit or to commit breaches of any Highway Code rule.

IV. Deluxe Drivers reserves the right to interrupt the service in progress if the driver is aware that the client is in act of committing an offence such as using narcotics, endangering the driver safety or a noticeable lack of politeness by the client towards the driver.

BOOKING AND PAYMENT

I. Reservations have to be made minimum 2 days in advance to be ensure.

II. Our rates are NET and include service of an English speaking driver (other language on request), taxes, fuel, parking and toll fee.

III. Methods of payment accepted: cash, check, credit card (Visa, American Express, Master Card...) and Bank transfer. All of our services are payable upon completion.

IV. Amex cards are charged additional 4%.

V. These rates do not include any entrance fee in museum or other activities. The driver's meal is not included (20 euros).

VI. 15 % supplement is applied from 8 pm to 8 am.

VII. Claims for shortages of services or for mistakes or errors in billing must be presented within eight (8) days from the date of service.

Any claim not so presented shall be conclusively deemed waived.

VIII. Any wait beyond a one-hour franchise will be charged according to our rates. Any started extra hour will be integrally charged. In case of litigation, the court dealing with trade disputes of Salon de Provence, is the only one to be competent in the matter.

RESERVATION PROCESS

As soon as we do receive your request by e-mail, phone or fax, we will send you a quotation.

In order to confirm requested service, you must return to us the quotation by fax, email or post-mail, with a date, a signature, a stamp and mentioning your agreement "Agreed and Accepted", with a view to respecting both parties.

A solid reservation will be registered only after receiving a valid credit card number (+expiration date) or a deposit (30 to 100% of the total amount).

CANCELLATION CHARGES

Cancellations received 30-7 days prior to departure will be subject to 25% of the total tour cost.

Cancellations received 7-1 days prior to departure will be subject to 50% of the total tour cost.

Cancellations received within 24 hours of arrival will be subject to 100% of the total tour cost.

In case of no-show or interruption of the service by the client, there will be no refund.

Deluxe Drivers allows itself to cancel the service for any technical or security reasons.

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RESPONSABILITY

I. All rates are guaranteed under stable economic conditions. Insud / Deluxe Drivers will not be hold responsible regarding any delays, changes, strikes, festivals, sites exceptionally closed, weather conditions or belongings forgotten or stolen in the vehicle.

II. Deluxe Drivers will not be hold responsible for any accident while getting in and out of the vehicle.

III. The pick up and length of the service can be modified depending on the situation.

IV. Any damage done on purpose or not by the client will be charged according to the amount of damage.

V. Baggage is limited to 30 kg per passenger and remains the passenger's responsibility.

VI. A transport record is issued to passengers at the end of the transport service.

VII. In case of a vehicle immobilization during the trip, due to a mechanical failure, an accident or a damage (theft, deterioration), Deluxe Drivers will endeavor to guarantee the journey continuity with another of our vehicles, warning the principal in all cases.

INSURANCE

The responsibility of Insud/Deluxe Drivers is limited to our insurance contract clauses. The principal will be free to take out extra insurance at his own charge for cancellation or repatriation costs, embarked luggage cover, etc... (Non-exhaustive list).

POLICE AND SAFETY RULES

The vehicle and the driver will be provided with the necessary aboard documents to make sure the service goes smoothly. The principal and the passengers are required to follow all rules and laws that are to be applied to the persons and luggage.

In accordance with the law in force in any French public places, it is strictly forbidden to smoke in any of our vehicles. According to the bar code measures, it is forbidden to consume any alcohol beverages aboard of our vehicles.

