



Our Terms & Conditions apply to all bookings made with Opulence Voyage Limited. When you confirm a booking with us, you thereby agree to these Terms & Conditions.

1. Opulence Voyage Ltd will endeavour to supply the vehicle type specified at the time of booking. However, we reserve the right to send an alternative make/model of vehicle deemed equivalent to the make/model booked. If you require a specific make or model of vehicle WITHOUT any alteration, please specify at time of booking.
2. All Opulence Voyage vehicles are strictly No Smoking.
3. The consumption of alcohol and/or food is forbidden in our vehicles unless provided as part of our package or previously agreed at time of booking.
4. If you would like to book a car with less than 24 hours notice – Please call us directly.
5. Whilst we do our best to ensure our drivers are punctual, we accept no liability for missed flights / events, loss or damage to passenger possessions or consequential losses due to circumstances beyond our control, theft, delays caused by traffic accidents, congestion, terrorist attacks or weather delays.
6. Your chauffeur will drive at a safe and sensible speeds in accordance with road conditions, traffic and the legal speed limits. Please do not request our drivers to exceed legal speed limits.
7. Our Chauffeur Vehicles are valeted on the day of Hire, but Opulence Voyage do not accept any responsibility for changes in a vehicles external appearance caused by bad weather or terrain during the hire period
8. The client is responsible for any damage that is caused to the interior or exterior of the vehicle whilst on hire. If a passenger causes damage or soilage to the vehicle a charge will be made to the client to cover the full cost of reinstating the vehicle to its original appearance; valeting, repair or reinstatement charges will be levied to the customer within 7 days of the hire period. If the damage caused results in the vehicle becoming unavailable for other prebooked hire by other clients a charge equal to the lost hire will be made accordingly.
9. We reserve the right to provide subcontracted vehicles where necessary to fulfil a booking. In the event of breakdown or accident to the vehicle booked prior to the date of the booking, every effort will be made to supply a similar or alternative vehicle at Opulence Voyages discretion.
10. By supplying your email address and/or mobile phone number you permit us to contact you via email/ text, in return we will never to supply your email to any third party.
11. If there are any changes or variations including extra mileage to the journeys other than what was agreed at the time of booking, the client will be charged extras in accordance with the pricing structure.
12. We reserve the right to change your vehicle or chauffeur at any time if necessary.
13. Our Chauffeur(s) will travel by the most appropriate route on the day, unless instructed otherwise by the Customer at the time of booking.
14. Any costs incurred during the hire period including parking and tolls will be charged at a cost. If parking tickets are issued as a result of an instruction by the client then the full cost of the charges incurred will be passed on to the client along with a £15.00 Administration Fee.
15. Our vehicle(s) and sub-contracted vehicles are fully insured for passenger and third party claims. Opulence Voyage Ltd also holds Public Liability Insurance. However, customer's properties are carried entirely at their own risk and we shall not be held responsible/liable for any loss/damage to such property. Our vehicles are not insured for clients to drive our vehicles.
16. We and our chauffeurs have the right to refuse to carry any passenger who is, or is believed to be, under the influence of alcohol, drugs or other illegal substances and/or whose behaviour poses a threat to the Chauffeur, the vehicle or any other passenger(s). If a passenger is refused carriage no refund or compensation will be given.
17. Online quotations do not allow for public and bank holidays such as Christmas Day or New Years Eve where there may be an additional surcharge. Please indicate on the quote form if your proposed booking is for a bank holiday or on any other special date.

18. Nothing contained in these terms and conditions can affect the Client's statutory rights.
19. We reserve the right to change any of these terms if required.

#### Payment Methods, Cancellations & Refunds

1. Payment is accepted by Cash OR by BACS or card payment if payment is made in advance.
2. Payment by Credit Cards & Debit Cards can be taken with a surcharge of 3%.
3. If a VAT invoice is required you must inform us at the time of booking.
4. All bookings must be paid in full at the time of booking or a minimum of 48 hours before the journey is due to commence, unless a prior agreement is in place eg: corporate account.
5. If a booking is cancelled with less than 48hrs notice we reserve the right to make a charge equal to 25% of the total Hire Charge.
6. If a booking is cancelled with less than 24hrs notice we reserve the right to retain the full amount of the Hire Charge.

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