



VISIT HIDDEN ENGLAND

VISIT HIDDEN ENGLAND HOLIDAY HIRE INFORMATION, TERMS & CONDITIONS

Visit Hidden England is referred to as VHE below.

All parking charges and tolls are passed onto the customer including waiting time if outside the allowance period.

Any hire over 12 hours to be agreed before your journey.

VHE standard driving day is 7am to 7pm.

If any journey (or part journey) whereby there are passengers in the vehicle between 6am & 7am & 7pm to 11pm a £10 surcharge is payable. If driving with passengers between 11pm and 6am a £30 surcharge is payable.

Wherever possible charging the vehicle is carried out before collection or during clients breaks / stop over's. If not possible customers are not entitled to any refunds but time delays will be minimised.

Vehicles are non-smoking & customers are asked to be polite and respectful to drivers at all times. If verbal or physical abuse the driver has the right to terminate the journey and the customers are liable to fund their own return costs. VHE are entitled to retain the full fare in these circumstances

Damage reported to client by VHE within 24 hours is payable. Any cleaning charges due to vomiting are charged at £150 to £200 with minor incidents up to £100 to be paid at the time of incident to cover cost of clean & potential loss of earnings next day. Major damage to be itemised by VHE & payable on receipt of a quote from a professional firm.

Members receive additional benefits and agree to receive marketing information from VHE in return. These benefits include discounted fares, mail shots and partner offers. Annual membership currently costs

£30 and new members receive a £30 membership gift card. Members renewing pay £20.

Members receive a free £3 stamp on every booking. 10 stamps required to earn a free £30 trip or £30 off next booking.

If a fifth passenger is required (usually beside the driver) on any trip please add a minimum £10 per trip.

EXAMPLE FARES FROM NEWARK

Examples of one way fares based on four people at £1 per mile. (minimum fare is £30 for 15 miles, members minimum fare is £30 for 20 miles)

1, East Midlands Airport, £50. (return add £10)

2, Stansted Airport, £120. (return extra £20)

Members receive a £5 discount.

Examples of personalised journeys (members receive up to 10% discount)

1, Six hour personalised journey to the Lincolnshire Coast & Wolds is £160. (£10 discount for members)

2, An eight hour personalised journey in Cambridgeshire or Yorkshire £200. (£20 discount for members)

Any additional time required costs £10 per 30 minutes.

Examples for members "sit & wait service" based on mileage and priced at 50p per mile (minimum fare is £30 for 20 miles and 30 minutes waiting time.)

Available on a Tuesday, Wednesday and Thursday with any additional waiting time required at the destination(s) costing £5 per 30 minutes

Members enjoy an extra free 30 minutes winter allowance during November 1st to December 14th & January 2nd to March 14th.

1, Grantham (approximately 40 miles return) is £40 with free 30 minutes waiting time.

2, Stanford & Burghley House (80 miles return) is £60 with free 30 minutes waiting time.

PAYMENT:

We take a 15% non-refundable deposit (minimum charge is £5) via bacs, cheque, cards or cash. Balance on "personalised journeys" & any extras is payable 7 days prior to departure. One way / local service the balance can be payable on the day. Return trips from airport / seaport, the deposit to be pre-paid 7 days prior to collection along with any surcharge.

LUGGAGE:

To be restricted to one medium suitcase per person (max 15 kgs in weight) unless prior agreed in writing plus one item of hand luggage and one handbag or laptop. Luggage left is returned at £1 per mile from our office to destination of your choice. If more than four people a roof box may be required at £30 per trip.

DISCLAIMER & CANCELLATION POLICY:

Visit Hidden England take no responsibility if our Client misses an appointment for whatever reason which in turn results in a missed flight, ferry, train departure or prevents attendance at an event, show or ticketed event.

Any client related costs incurred for whatever reason there is a delay or cancellation are the responsibility of the client including accommodation, ongoing travel arrangements such as aeroplane tickets & all ticketing events with holiday travel insurance highly recommended.

VHE will agree a pick up time with the client but please remember when agreeing the time and route (if requested) there could be a number of reasons for delays such as traffic or weather conditions, breakdowns & road closures.

Rest assured Visit Hidden England will do all it can to rectify and solve any issues but we strongly recommend holiday insurance is taken out by you to cover for any such delays especially where you have a fixed time of arrival.

A 15% deposit (minimum £5) is non refundable at all times. To secure any booking we advise this deposit is paid.

If balance is due 7 days before a personalised journey in order to validate the booking the balance must be received on time or VHE may deem the booking as cancelled. However once balance is paid in full only a £30 administration fee is non refundable unless cancelled with less than 48 hours notice.

After the balance is paid and if cancelled in writing (at least 48 hours before the journey date) VHE will pay back within one week the balance less the 15% deposit, any third party charges paid or payable & less a £30 administration fee.

Any cancellation over £30 with less than 48 hours written notice all monies already paid are forfeit.

Stamps are only valid if trip proceeds.

For personalised journeys where minor changes such as date changes, (at least 48 hours notice is given in writing) and no other major alterations VHE charge a one off £30 administration fee or the client may opt to cancel. (see above cancellation policy)

VHE recognise English Law Courts and will abide by any decision if legal action is taken by either side.

OFFICE & WORKING HOURS

Phone calls, texts and emails are rarely answered outside VHE office hours Monday to Friday 8am - 6pm excluding Bank Holidays. (VHE standard driving hours are between 7am-7pm Monday to Sunday)