

Terms and conditions

Nostos Holdco Limited T/A SCS (Specialist Chauffeur Services) – Terms and Conditions

Purchase of Services

- By placing a booking through our website, phone or via email, you agree that you are legally capable of entering into binding contracts and you are at least over 18 years old.

Reservations

- SCS reservation team will make every effort to assist you 24/7. We will strive to exceed all expectations at all times, but 24 hours' notice may be required to prepare the chauffeured vehicle for your specific journey.
- All prices quoted are in GBP, with hire starting from our office and finishing at the drop off point except those hires to or from various destinations or those that are the subject of a fixed charge.
- To obtain a quote or make a booking through our booking team you are required to provide us full contact details, full name, contact number and email address.

Online Bookings

- Online bookings are subject to SCS approval, occasionally errors may occur where online maps & quotes are calculated incorrectly, where an error is made, and a booking is quoted incorrectly, SCS maintains the right to refund or cancel bookings placed at the incorrect price. If the booking has been confirmed and charged to your credit card, SCS shall immediately issue a credit in the amount of the incorrect price or where unsuitable issue a full refund.
- SCS are not responsible for typographical errors and we make every effort to ensure the accuracy of the information published in our brochures and websites. The documents and graphics published on this site may contain technical inaccuracies or typographical errors. SCS makes no representation about the suitability of the information and graphics represented on this site. All documents and graphics are provided "as is" without warranty of any kind.
- SCS request a minimum of 24 hours' notice for any online bookings, if you would like to book a vehicle with less than 24 hours' notice – Please call our reservation team on +44 (0)203 725 4207

- Online quotes are valid for UK travel only. If you require to travel to Europe, please call our reservations team. All bookings scheduled between 00:00 – 04:59 are subject to 20% additional charges.
- Online bookings do not allow for public and bank holidays such as Christmas Day or New Year's Eve where additional charges will apply.
- Refunds offered will be to the full amount paid excluding credit card charges.

Hourly Bookings

- Hourly bookings have a minimum hire of 4 hours, A maximum mileage allowance applies of 20 miles per paid hour. Excess miles are charged at the vehicle specific rate.

Single & Return Journeys

- Return journeys booked on the same day for any sport events such as Wimbledon Tennis, Ascot, Rugby or Football will be charged as hourly booking from first pickup to final drop off plus car park charges. Single journeys to or from any sporting events such as above or concerts in O2 or Wembley for example are subject to additional charges.

Waiting Times

- Quotes for journeys collecting from UK airports include 60 minutes complimentary waiting time. All other journeys include 15 minutes complimentary waiting time.
- After the complimentary waiting time a charge calculated in 15 minute increments in line with the prescribed hourly rates of hire, we reserve the right to charge to any credit or debit card provided at the time of booking'

Payments

- All charges specified herein, and in the current tariff published by the Company, are payable in advance except for where the client has a credit account or a credit card pre-approved by SCS. The credit or debit card you provide when making the booking will be charged for any additional charges e.g. waiting time, parking charges.
- All quotes are inclusive of 20% VAT unless specifically stated otherwise, your booking may be subject to additional waiting time and car park charges. The charge on your credit/debit card statement will be shown as SCS.
- Rates are subject to change at any time without prior written notice..

Cancellation & Refunds Policy

- Standard vehicle bookings (excluding wedding related bookings) cancellations or amendments must be made and acknowledged by SCS, 12 hours before the scheduled pick up time. Otherwise, SCS reserves the right to charge for the full amount. This also applies to bookings that are made under 12 hours of the pickup time.

- For wedding related booking 7 days' notice must be provided to cancel wedding bookings. If wedding cancellations are made within 7 days 50% of the booking fee will be charged. If wedding cancellations are made less than 48 hours of the booking date the full amount will be charged. If the cancellation is made and acknowledged by SCS 12 hours before the booking is scheduled, SCS will refund full amount charged to the debit or credit card used to make the booking. Please note credit card charges are not refundable.
- Booking amendments made less than 2 hours for the same or different date minimum fare for relevant vehicle will be apply. Specialist Vehicles – Jet Class, Range Rover, Rolls Royce and X5 Protection – subject to 48 hours free cancellation or amendment policy. If cancellations are made less than 48 hours, full charges will apply.
- Sprinters and Coaches are subject to a 7 day cancellation policy and carry a 100% cancellation fee if cancelled within this period.

Multiple Vehicle Bookings

- Bookings involving two or more vehicles or multi-day hire less than 7 days and more than 24 hours' notice a 50% cancellation charge for each vehicle will be applied. Less than 24 hours' notice 100% cancellation fee will be charged.

No Show Policy

- If the customer fails to show at the designated location for which a reservation has been made and a confirmation was sent out, all monies paid will be non-refundable. A reasonable amount of ordinary passenger luggage is allowed, but luggage not stated in advance which, in the opinion of the chauffeur, amounts to an excessive weight will not be carried.
- Our chauffeurs will drive at reasonable speeds according to their judgement of the prevalent road conditions and traffic conditions at the time. When a hirer desires to travel to a particular place, the driver will, unless specifically otherwise instructed, travel by the route which is, in the chauffeur's opinion, the best and most convenient, unless a specific route is requested at the time of booking'.

Fleet Categories

- Executive Saloon – Mercedes E Class, Luxury Saloon – Mercedes S Class or equivalent, Executive MPV 7 Pax – Mercedes V-Class or equivalent, Specialist Vehicles – Mercedes Jet Class, Range Rover Vogue, Rolls Royce Ghost, Rolls Royce Phantom, Rolls Royce Cullinan, BMW X5 Protection.
- SCS reserve the right to change vehicles before the start of a journey based on availability without prior notice, if a vehicle that was previously requested is unavailable or if there is a risk of a driver not making it on time for a pick up.
- SCS will guarantee the vehicle category chosen by you but not the make or colour of the vehicle.

Fitness To Travel

- Any passenger who is considered to be under the influence of alcohol or drugs and whose behaviour poses a risk or threat to the chauffeur, the vehicle or other passengers, may be refused travel. Our standard cancellation policy will apply.

Child Seats

- Requests for child seats must be made at the time of booking. We aim to satisfy all requests but failure to do so will not constitute a breach of contract. If you wish to use your own child seat, you will be responsible for installing it safely, and removing it at your destination. Care must be taken to not damage the vehicle interior with your child seat. Otherwise, you will be charged to compensate for this.