



FABULOUS CARS QUESTIONS & ANSWERS

Fabulous Cars Classic Hire

Proprietor: Ian Brown

36, Fulford Avenue, Retford, Notts. DN22 7XS

T: 01777-701959 or 07977-898960 W: fabulouscars.co.uk E: iansfabcars@btinternet.com

When we receive many enquiries from customers about our Wedding Transport. We often get the same questions asked. We have compiled a list of questions that we hope may give you some answers and help you decide to use Fabulous Cars.

- **What is included in the Wedding Car Service?**

We will supply the Booked Wedding Car. It will arrive at least 15 minutes before it is booked to leave for the church or ceremony. It will be supplied with ribbons and silk flowers. It will have a complementary drink, mints, tissues and umbrellas on board. A smartly dressed chauffeur will drive it. The car is hired for a minimum of three hours from the time it is booked to attend the first pickup. It will convey the bridal party to the church or place of ceremony. It will remain at the ceremony location. It will then convey the bridal couple to the reception. It will be available for any photos before or after the service and later with the Bride and Groom at the reception if required. It will stay until it is released by the hirer or hirer's representative i.e. either the bride or groom (or hire time as elapsed).

- **Can we use the car for more than one journey? i.e. take the bridesmaids to the ceremony before the bride?**

Yes. Our prices are based on the information provided by the client (Hirer). A general guideline is, a journey time of 10 minutes or less is a practical time to make two journeys. If the journey time is longer, then it means our turn around time is longer. We would have to drop off the passengers we have taken on the first trip in enough time to allow us to return for the bride. From experience we have found bridesmaids, mother of the bride etc; do not want to arrive too early and certainly not before guests and the groom

- **Does the car come with Bridal ribbons and Flowers?**

Yes. We will typically supply ivory or white silk flowers (neutral colours), which are colour coordinated to the colour of the car's interior. From experience we have found coloured ribbon has to match the colour scheme set by the bride, but we will make every effort to accommodate your colour scheme in the front of car ribbon bow.

- **Do you provide a car for the Groom?**

The main wedding car could be used in conjunction with picking up the bridesmaids if required. Alternatively the Bridal car could be booked to attend an address earlier to convey the groom and the best man to the church or ceremony and then attend the address to take the bride to the ceremony. This can be practical if the bride & grooms addresses are not too far apart, if not it usually means hiring the wedding car for a longer period but it is a better option than the expense of a second car or relying on a mini cab or taxi.



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- **How long do we have the use of the wedding car?**

Our prices quoted are based on the information provided by the client. Typical wedding car hire is about three hours, which is ample time for a wedding. This time starts from the time the car is booked to arrive at the first pickup. If the car arrives early that is our time and you will not be charged extra. Should you need the car for a longer period or there is a possibility the hiring, due to the travelling distance or time, may extend past the stated finish time, then a charge of £30 per half hour or £50 per hour or part thereof is payable. This takes the form of a holding cheque dated the day of the wedding. It is not banked and held by us and either kept if the time is exceeded or returned if the car is released on or before the finish time.

- **Can we view a Wedding car before we decide to book?**

Yes. In fact we would be very pleased to meet you. It gives us the opportunity to meet you and discuss any arrangements. It also allows you to meet us and satisfy yourself as to the quality and condition of the car that will be used on your wedding day.

- **Do you book the Wedding Car for more than one wedding in the day?**

Normally no. We only book each wedding car out to one wedding per day, but where a booking may constitute only part of a day i.e. a morning booking, FCCH may hire out the same vehicle in the day for a second booking. Where this happens, FCCH will allow a 2-hour gap for the car to come back to the garage before going out again.

- **How do we make a payment for the Wedding car?**

We ask for a £100 booking fee (non-fundable booking fee) to secure the booking date of the car (paid within 7 days to secure your date). The balance is due 28 days before the Wedding date. We allow a 14 day cooling off period so if you change your mind within that period we will refund your money in full. We also use the balance date to finalise times and locations about the booking. At present payment can be made preferably by bank transfer but other methods can be considered.

- **How far in advance do we have to book the Wedding Car?**

To avoid disappointment we suggest the sooner the better. Most of our bookings are made between 9 months and 18 months before the wedding date.

- **If on the day we decide to make a detour or attend a different location, will there be an extra charge?**

That will depend on the request. When you make your booking and you have given us your requirements the price is based on the distance and time we have to travel. If the detour does not involve substantial extra time or mileage and at the discretion of the chauffeur we will be happy to accommodate your request.



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- **Will the chauffeur be dressed in a suit?**

Yes. All our drivers will be dressed smartly in a suit, shirt, & tie.

- **If on the day we want to take extra passengers, is this OK?**

We can only take the number of passengers that the car is legally allowed to carry. If there are spare seats in the wedding car then this is no problem. (Insured to take 6 passengers).

- **Can we reserve the Wedding car?**

We will provisionally hold a wedding car after completing a booking form for seven days to allow the form to reach you and return signed with the booking fee / non-refundable booking fee.

- **Do the vehicles have seat belts?**

Yes - our wedding vehicles do have rear seat belts; our cars are modern vehicles that have seat belts fitted as standard. See next question re children and seat belts.

- **Can you carry young children? Can you supply child seats or booster seats?**

We cannot carry children under 3 years old in any of our cars. We ask that you tell us the exact age of children at the time of the booking that may be travelling in any of our cars. We also ask that you tell the parents of any children above three that they are happy for their children to travel in our vehicles, but must supply their own child seats. New legislation came into force on 18th September 2006 making it compulsory for every child less than 12 years of age to sit in a suitable child seat or booster cushion. Vehicle drivers are legally responsible for ensuring children less than 14 years of age are properly restrained in the vehicle. Our modern vehicles equipped with seat belts may be able to accommodate child seats but we reserve the right to fit such seats if in our opinion the seat may cause scuffing or indentations to the leather seating and make the vehicle unusable for future wedding use.

- **Will you do Civil Ceremonies and non Church of England Weddings?**

We are available for any denomination or style of wedding including single sex weddings. We realise that some non C of E weddings involve having our services for a longer period you would need to tell and discuss your arrangements so that we are aware of your requirements and able to give you an exact cost of the hiring.



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- **What areas do you cover?**

We cover a 30-mile radius of Retford. We will attend locations in parts of West Lincolnshire and South Yorkshire and North Nottinghamshire. Some of our cars are able to travel further to other counties. If the wedding were not local to our premises there would be a supplement on the prices shown depending on the time and distance travelled. Please bear in mind that for us to attend a wedding some distance away we have to allow nearly twice the normal travelling time to ensure we arrive at the booked time. We may also have to allow time to clean the car if it has dirty on route. This all adds to the cost of the hiring.

- **Will you arrive at the home address in time for photos etc?**

It is part of our service to show an arrival time on the booking form 15 minutes before we are required to leave. This allows any photos or video to be taken if required. It also gives you peace of mind that the wedding car has arrived for your departure in plenty of time and not at the last-minute that might cause you some anxiety.

- **Could you pick up the groom and best man before the bride?**

Yes. This can be arranged using the wedding car prior to it collecting the bride. The second option would depend on time and distance required. Your requirements would need to be discussed and advice given as to each situation.

- **Can we supply our own drink or champagne in the car?**

Yes. The wedding car will have a complementary drink on board (non-acholic). Should you wish to supply your own drink then we have to make sure that suitable receptacles are in the car to prevent spillage etc.

- **Are any of your Wedding cars self drive?**

No. We only supply chauffeur driven vehicles.

- **If we have to cancel or postpone the wedding do we have to pay the full balance?**

The Hirer reserves the right to cancel a booking. Cancellations must be received in writing from the Hirer. Telephone cancellations or cancellation by a third party will not be accepted. The Hirer will receive written confirmation of the cancellation within 7 days. The Hirer must inform Fabulous Cars Classic Hire if within 7 days of the date the cancellation is made they have not received our letter or email confirming the cancellation; the hirer must not automatically assume their cancellation request has been received and actioned. The booking fee (is non-refundable) represents a commitment by you to take the wedding cars on the day stated, and a commitment by us to make them available. If a wedding is subsequently cancelled (see cancellation charges) a sum will become due, but the

booking fee is non-refundable, since any other enquiries for the wedding cars on that



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date will have been refused. If a wedding is subsequently postponed, then provided you have given us at least 3 months notice, the full booking fee will be held against the cars for the new wedding date (if available)- however, the price originally quoted for the cars will be subject to any price increases applied during the period from the original wedding date to the revised date.

SCALE OF CANCELLATION CHARGES:

Up to 4 weeks Notice: Outstanding balance in full will be due
Up to 8 weeks Notice: 75% of outstanding balance will be due
Up to 12 weeks Notice: 50% of outstanding balance will be due
14 day cooling off period also applies still.

Cancellation of a booking is not accepted until cancellation fees or balance payments (whichever is applicable) and any accrued charges are paid in full. Payments on account will not be used in lieu of cancellation fees due. The Company reserves the right to cancel a booking at any time and for any reason and without explanation and limits its liability to monies received.

- **Is it cheaper for a weekday wedding?**

Most of our weddings are on Friday, Saturday and Sundays. If your wedding is on a weekday Monday to Thursday we may offer a discount at our discretion.

- **Should we tip the Chauffeur?**

This is a decision for you. Your chauffeur will give you a personal service and attend to any requirements or queries that you should need. This is far beyond that given by a taxi driver for which a gratuity is normally given. He also will be with you for a longer period. Should you feel that his service is above and beyond your expectations than any gratuity would be received with thanks and appreciation?

- **Our Ceremony and Reception is at the same venue. Is the cost of the car hire cheaper?**

Unfortunately not. We still have to supply a wedding car with chauffeur, this includes valeting the interior, washing and polishing the exterior and preparing the car with bridal livery. We must include the travelling time to and from the wedding. The car is only booked for your wedding on that day whether a full wedding or a single journey.

- **Do you run all through the Year?**

Yes, with the exception of the Christmas and New Year Bank holidays. We give a discount for weddings between 1st November and 31st March.



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- **What if the Wedding Car becomes unserviceable before the wedding Day?**

We try to insure this situation never happens. Unfortunately with all the care and cost spent on our cars this could still happen. If your car is unable to attend your wedding prior to the wedding day you will be informed immediately and offered another vehicle from those available. Every care is taken to maintain our vehicles in first class condition but in the unlikely event that your car is not available, due to accident or breakdown prior to the booked date, Fabulous Cars reserve the right to substitute the car to The Hirer's satisfaction, giving as much notice as possible. On the day of hire, we would always advise the hirer to have an alternative plan in place as a precautionary measure, in the unlikely event of a breakdown on the day that would render the driver unable to continue with the hire. In this unlikely event there is every possibility that we would not be able to provide you with a substitute vehicle. If such a substitution (as stated above) is not possible, or a breakdown on the date of hire occurred. The liability of Fabulous Cars shall be strictly limited to the refund of hire charge for the specific vehicle, paid under the terms of the booking. Fabulous Cars will not be responsible for any consequential or indirect loss.

- **What if the Wedding car breaks down before on the Wedding day? (Contingency Plan)**

We have an emergency & contingency plan for the worse case scenarios. All of our wedding cars are regularly serviced, treated with care and maintained in excellent condition. By the very nature of the vehicle they are not used like normal vehicles and remain garaged when not in use. If any of our vehicles are unable to carry out the wedding with some notice a vehicle will be organised from another reputable wedding car company. If a car is required immediately then a car will be requested from a limousine service from our emergency plan. Although we may be able to supply an alternative vehicle this may be some distance away and we are faced with the dilemma for the bride to wait and may be late for the ceremony or to arrange to use another vehicle that is close at hand. We would then arrange if possible for the breakdown services to attend the vehicle and hopefully the vehicle could then attend the service for onward travel to the reception.

- **Limitations of Fabulous Cars**

All vehicles are prepared and cleaned before a wedding but Fabulous Cars does not accept any liability for clothing becoming marked or stained by oil/grease, road dirt or exhaust fumes from the vehicle. Every effort is made for vehicles to be supplied clean and in full working order, but Fabulous cars cannot accept any responsibility for breakdown, traffic problems, road closures, weather or any other unforeseeable factor, which may cause delay. The company recommends that you be covered by adequate wedding insurance. If the car you have booked develops a fault that cannot be rectified in a timely manner a second vehicle will be dispatched if available at the time as a replacement. If the value of the replacement vehicle is less than the hired vehicle the difference will be refunded, if the value of the replacement is greater-there will be no extra charge added. If this option is not accepted by the hirer then a full refund will be issued and our liability will be no further. Should we experience



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the total breakdown of a vehicle during the hire period, it is very unlikely that a replacement vehicle can be supplied due to distance and time constraints. Reimbursement will be made at our discretion and will be proportionate taking into account any journeys completed or partly carried out, administration and other expenses already expended. The Hirer, upon the reservation of any vehicle(s) accepts that each of our vehicles is a one off and there is only one of each model available. Should it be necessary to substitute a vehicle, an identical vehicle(s) will not be possible. Our chauffeur will try to help to organize a taxi company to provide a substitute vehicle, as we cannot be responsible for the service they offer, the condition of the vehicle they provide or the professionalism or attire of their staff. It is always advisable to have a back-up plan should the worst happen on your wedding day for any vehicle you may have booked. Check that you have a friend, relative or neighbour available to take you to your ceremony 'just in case'. Keep local taxi firms phone numbers to hand and consider taking out wedding insurance. Fabulous Cars liability in respect of any failure to provide any services under this agreement shall be limited to the amount of the hire charge payable to Fabulous Cars in respect of the period of such failure. Fabulous Cars shall not be liable for any pecuniary or consequential loss allegedly arising from any breach of this agreement with Fabulous Cars. For unknown reasons a vehicle may not start when required to. This may cause a delay. Getting the car going again can vary in the time it will take. Old cars are more likely to experience these glitches, which can occur more frequently in warm weather. Unfortunately, this is inherent of old cars. They DO NOT perform like a modern vehicle. The Hirer expressly accepts upon booking that in hiring vintage and classic vehicles the chance of a temporary glitch causing a delay will be much higher than a modern/new car. The Hirer accepts that a vehicle may not start on demand and may result in a delay and a claim for refund/compensation will not be made or accepted.

- **What if the Wedding car is delayed on arriving at the Brides house?**

By the very nature of our service we have to allow much more time than it would normally take to travel to the first booked address. If possible we check with traffic reports. We also if possible avoid motorways so if there is a delay we are then able to turn around and find an alternative route. Should a problem occur that is beyond our control we will always contact you and explain the situation?

- **Will you travel any distance?**

It can become impracticable both in time and cost to the customer to travel great distances. We will always recommend and discuss your wedding arrangements with you before hand.

- **Do you supply umbrellas?**

Yes. All cars have umbrellas on board.

I hope these questions and answers help you with any queries you may have about the service we supply. Should you still have any concerns we will be happy to discuss any matters by contacting our office on 01777-701959 or 07977-898960.



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