

RCS Terms & Conditions

RCS of London believe that you should expect the highest level of service from us, we are committed to providing you with this. As part of our ongoing commitment to transparency, and in compliance with the European Data Protection laws (GDPR), we've updated our Terms & Conditions.

1. Purchase of Services

1. By placing an order 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.

2. Reservations

2a. The RCS of London reservation team will make every effort to assist their clients 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.

2b. All prices quoted are in GBP, with hire starting at the "garage" and finishing at the drop off point or the "garage" except those hires to or from various airports or those that are the subject of a fixed charge.

2c. To obtain a quote or make a booking through our booking agents, you are required to provide us full contact details, full name, contact number and email address. Failing to do so, RCS of London will not be able to assist you any further.

3. Online Bookings

3a. All online bookings are subject to RCS of London approval. Occasionally errors may occur where online maps & quotes are calculated incorrectly, in the instance where an error is made, and a product is listed at an incorrect price, RCS of London shall maintain the right to refund or cancel orders placed at the incorrect price. If the order has been confirmed and charged to your credit card, RCS of London shall immediately issue a credit in the amount of the incorrect price or where unsuitable issue a full refund.

3b. Prices and product availability are subject to change without notice. All specials and promotions limited to availability. Call for current prices. We reserve the right to limit quantities on promotion products. Separate policies apply for specific offers within this website. See individual offer policies and notes for details.

3c. RCS of London is 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. RCS of London makes no representation about the suitability of the information and graphics represented on this site. All such documents and graphics are provided "as is" without warranty of any kind.

3d. RCS of London request a minimum of 24 hours' notice for any Online Bookings, if you would like to book a car with less than 24 hours' notice – Please call our reservation team on +44 (0) 203 551 7127.

3e. – Online prices are valid for UK travel only. If you require to travel to Europe, please call our office.

– All bookings scheduled between 23:30pm – 04:30am are subject to 50% additional charges from online prices.

– Online prices or bookings do not allow for public and bank holidays such as Christmas Day or New Year’s Eve where 50% additional charges will apply.

– Any refunds offered will to the full amount paid excluding credit card charges.

4. Single & Return Journeys

4a. All return journeys on the same day are subject to waiting time charges if return journey is within 3 hours or out of London. If return journey is scheduled within more than 3 hours NO waiting time charges apply, however return journey may be completed by a different driver.

4b. All returned journeys booked on the same day for any sport events such Wimbledon Tennis, Ascot, Rugby or Football will be charged a waiting time from drop off till pickup time plus car park charges. Single journeys from or to any sport events such as above or concerts in O2 or Wembley are subject to additional charges.

4c. On such events, please call our office and discuss your requirements. Hourly hire service may be more suitable.

5. Waiting Times

5a. All quotes for journeys collecting from a flight in to a UK airport include 30 minutes complimentary waiting time. All other journeys include 15 minutes complimentary waiting time.

5b. After the complimentary waiting time for all journeys a charge calculated in 15 min 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’

6. Payments

6a. 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 RCS of London. The credit or debit card you provide when making the booking will be charged for any additional charges e.g. extra waiting time, parking charges.

6b. Credit card payments are subject to a non-refundable 2% surcharge. Debit cards have NO surcharge.

6c. All online quoted prices are inclusive of 20% VAT unless specifically stated otherwise.

6d. Your booking may be subject to additional waiting time and car park charges.

6e. The charge on your credit/debit card statement will be shown as RCS of London.

6f. Rates are subject to change at any time without prior written notice.

6g. Stop charge: £20 charge applies on any stop On the Way to drop off location to pick up another passenger or an item. 15 minutes grace period is allowed at stops.

7. Cancellation & Refunds Policy

7a. For all bookings (excluding wedding related bookings) cancellations or amendments must be made and acknowledged by RCS of London 12 hours before the scheduled pick up time. Otherwise RCS of London reserves the right to charge the client for the full amount. This also applies to bookings that are made under 12 hours of the pickup time.

– For all 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.

7b. If the cancellation is made and acknowledged by RCS of London 12 hours before the booking is scheduled, RCS of London will refund full amount charged to the debit or credit card used to make the booking. Please note credit card charges are not refundable.

– Single journeys within London (excluding airport transfers) are subject to 2 hours FREE cancellation or amendment policy.

– Hourly bookings within London are subject to strictly 12 hours FREE cancellation or amendment policy.

– Airport transfers are subject to strictly 12 hours FREE cancellation or amendment policy.

– All bookings scheduled from or out of London are subject to strictly 24 hours cancellation or amendment policy.

– Booking amendments made less than 2 hours for the same or different date minimum fare for relevant vehicle will be apply. To see our tariff, please click [here](#).

7c. Prestige Chauffeur Vehicles – Range Rover Vogue & Rolls Royce Phantom – subject to strictly 48 hours free cancellation or amendment policy. If cancellations are made less than 48 hours, full charges will apply.

8. Multiple Vehicle Bookings

8a. For 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.

8b. Less than 24 hours’ notice 100% cancellation fee will be charged.

9. No Show Policy

9a. 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.

9c. 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.

9b. Our chauffeurs will drive at reasonable speeds according to their judgement of the prevalent road conditions and traffic at any 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 hiring'.

10. Fleet Categories

10a. – Executive Saloon – Mercedes E Class.

– Luxury Saloon – Mercedes S Class or equivalent.

– Luxury MPV 7 Pax – Mercedes V-Class or equivalent.

– Prestige Cars – Range Rover Vogue, Rolls Royce Ghost, Bentley Mulsanne or Rolls Royce Phantom.

10b. We reserve the right to switch vehicles before a run 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.

10c. We will guarantee the category chosen by you but not the make or colour of the vehicle.

11. Fitness To Travel

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

12. Child Seats

12a. Requests for child and the appropriate size/ dimensions seats must be made at the time of booking. Only one child seat will be provided free of charge. Additional child seats are charged £30 per a seat. We will always aim to satisfy such requests but failure to do so will not constitute a breach of contract.

12b. 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 also be taken to not damage the vehicle interior with your child seat. Otherwise you will be charged to compensate for this.

Contact us to book your custom luxury chauffeur service