**Terms & Conditions**

If you have any questions relating to any of the details listed below, please contact us to clarify.

**Quotations:**

Your requested date will not be held for you until a booking fee (100 Euro) is received in full.  This booking fee is non -refundable but is transferrable to another date.

**Bookings:**

It is the responsibility of the customer to ensure that all details submitted are accurate to the best of their knowledge eg Eircode.

The service is only deemed booked once the booking fee is received in full.

**Rental:**

**Remaining Fees Due:**

Any remaining unpaid fees are to be paid in full on the day of the journey

**Damage and/or loss of property:** We cannot be held responsible for any loss and/or damage to personal property, no matter how it is caused. Vehicles by their nature can cause damage to property, such as with dirt, oil, sharp edges, hot surfaces etc.

Passengers must remove all their belongings at the end of the rental period.

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**Passengers:** Passengers must always wear safety belts, where provided, while in the vehicle.

Eating, drinking, and smoking are not allowed in the vehicle except when celebratory drinks are provided by us.

**Cancellation:**

Under the current circumstances (COVID 19) our cancellation policy has been amended. We will review any cancellation on a case by case basis.

**Complaints, claims, and refunds:**

In the unlikely event of a complaint, this must be made in writing to Órga Wedding Car Hire within 7 days of the rental period.

**Please Note**

**We are proud members of the Rolls-Royce Enthusiast’s Club (RREC)**

**All vehicles in our collection are rare and authentic. A considerable amount of time is spent sourcing, restoring, and maintaining our cars. We only provide genuine vintage Bentley and Rolls-Royce vehicles from the 1950’s onwards and this is reflected in our pricing structure. We pride ourselves in providing a memorable and highly professional service.**

**We also have a number of modern vehicles available.**

Although our vehicles are maintained to the highest quality, they are in in excess of 60 years old and are mechanical objects and, as such, are subject to the possibility of breakdowns. Órga Wedding Car Hire & Private Chauffeur Service reserves the right to substitute the vehicle chosen with an alternative, and the customer will be informed as soon as possible. Due to the style of our vehicles, the alternative vehicle may not be identical to the vehicle booked. If the alternative vehicle is not accepted by the customer, any monies paid will not be refunded.

In the unlikely event of Órga Wedding Car Hire & Private Chauffeur Service not being able to fulfil the requirements of the booking, and an alternative vehicle not being sourced which is accepted by the customer, it is up to the customer to make alternative arrangements.

Órga Wedding Car Hire & Private Chauffeur Service cannot be held responsible for delays or missed appointments caused by vehicle issues, traffic congestion, road works, weather conditions, incorrectly-supplied booking details, or any event outside of our control, either prior to, or during the rental period. Requests for refunds and/or compensation will not be accepted.