



Terms and Conditions

General Terms

For all bookings we require a non-refundable deposit of R500 / R1000 / 50% depending on your booking. No bookings will be valid without a deposit. Once receiving a quotation from us please contact the office before paying a deposit to confirm the availability of your date and time.

The balance must be paid by not later than 7 days before the booking otherwise your booking will be cancelled or unless you arranged an alternative date for payment with the office. Bookings cancelled within 7 days all monies are non-refundable.

If a client calls today to make a booking for the same day and he/she is unable to make payment by eft or direct bank, then the payment can be paid to the driver on arrival. If payment cannot be settled on arrival at the pick-up address then the driver will not be allowed to proceed with the trip. When doing a credit card transaction the driver will arrive 10 – 15 minutes before the time to do all transactions and not to do it in your time. If you have a credit card booking please allow the driver to buff your card on the credit card slip and sign it. Please insist on a copy of the receipt.

We only accept the following credit cards: Visa or Master Card, 6% levy apply.

If you would like to pay us by cheque please make all cheques out to the company, if your cheque is returned for whatever reason then you are responsible for all banking costs and if it leads to a legal matter then you will bear all cost. You are responsible for the interior contents of the limousines including glasses, etc. Please ensure that when we transfer kids that an adult is with for supervision. Please discuss your route with the office or driver to prevent any problems or delays during your trip and our main priority is your safety and the safety of the limos. You are most welcome to bring along your own wine, etc. If a booking takes more than 4 - 5 hours out of Cape Town then the client will have to provide accommodation and food for the driver.

You are not allowed to smoke inside the limousines. If times and dates change after a booking has been made the company cannot guarantee that we can accommodate you, but we will try our best. Royal Limousine Services cc. can not be held responsible for any loss caused by damage, theft, fire or any other cause whatsoever. Please note that should any items be left in the limos the company will not be held responsible. If we should have a break down with any of our vehicles then we will try and accommodate you to the best of our ability. We regularly maintain and service our vehicles but some break downs are unforeseen. The company will where ever

try to accommodate the client and any bad service please escalate to the office. All refunds are at management discretion. If there are ever a dispute about payment either for damages to the limousine or extra time and client refuse to make payment then the matter will be referred to our legal department and you will be responsible for all cost.

Matric Dances

Matric dance we only allow a maximum of 3 pick-ups if we can do it in 2 hours. If there are any delays on your part then you will be billed for an additional hour or the limousine will leave. Matric dances we do not collect the partners unless arranged with office. The limos can only be utilized for the services of the matric pupils and not the parents. If you use less than 2 hours you will still pay the full price.

Weddings only

For the wedding packages we do not collect the groom, unless you book an extra hour to collect the groom or if you book 2 limousines and 1 limo goes to the bride and 1 to the groom, we normally start off at the bride's house and drop-off at the reception. When booking for a wedding we will require the beginning and end times.

Airport transfers

The boot of the limousine can only take minimum of 3 – 4 bags, more bags will need a luggage vehicle, which cost extra.