

## MS Executive Chauffeurs – Frequently Asked Questions

**Q: How do I book a Chauffeur driven car?**

**A:** All bookings must be made at least 24 hours in advance of travel time in writing, by post.

**Q: How do I know when the service is booked?**

**A:** Upon receiving your booking you will be given a 'Booking Reference Number' (BRN). Your booking will be processed and an e-mail or SMS will be sent to you within 24 hours. Please inform us of any errors or changes as soon as possible.

**Q: I'm at the Airport, where do I meet the chauffeur?**

**A:** Our chauffeurs always wait inside the terminal, next to the exit from Customs, with a board carrying your name.

**Q: My flight has been delayed; will I miss the chauffeur?**

**A:** Your flight is monitored by us to ensure that our chauffeur meets you on time, even if your flight is late. If your flight arrives early, we will make every effort to be there in time, if this is not possible please wait for your driver as you will still have to pay of the journey even if you do not wait for your chauffeur.

**Q: Can I smoke in your cars?**

**A:** Clients are not permitted to smoke in any of our cars, at any time.

**Q: Can I cancel my booking?**

**A:** Yes, providing you give us sufficient notice - see our full terms & conditions for more details.

**Q: Can I change the original journey?**

**A:** Yes, please ask us to quote for any alterations - see our full terms & conditions for more details.

**Q: What's included in your tariff?**

**A:** Prices include the cost of your journey and if applicable the Central London Congestion Charge. Prices do not however include VAT, Airport parking costs and various toll charges.

**Q: Is there any special arrangements for late night dropping off female customers after an evening out?**

**A:** Yes, all female passengers being dropped off late at night, will be escorted to the door, or will be given their chauffeurs mobile number. The chauffeur will wait until you are safely in your home.