

ADVICE ON HIRING A LIMOUSINE

A professional limousine organization will pride themselves on their customer care, and will go 'the extra mile' to ensure that all your requirements, however small, are met.

- **Never be afraid to ask detailed questions before deciding on a limousine company.**
- **A professional, reputable company will be only too pleased to discuss every aspect of the hire.**
- **Always get everything in writing, both the quotation and the itinerary. Make sure that any changes you make to the hire details at a later date are confirmed IN WRITING by the limousine company.**
- **Always compare quotes on a 'like for like' basis, e.g. same make/model/year of limousine.**
- **NEVER BE TEMPTED TO DECIDE ON PRICE ALONE.**

Online Enquiry Forms

How long does it take the company to respond?

Is the reply professional?

Does the quote take all your requirements into account?

Does the reply clearly state the total price and full details of the booking?

Telephone Enquiries

Is your call answered promptly and professionally with the company name?

Are the staff friendly and helpful?

Do they readily answer all your questions?

Will they send written confirmation clearly stating the price agreed and full details of the booking?

Websites

Many limousine companies have websites which show images of vehicles.

Are the pictures of their own vehicles?

Is there a picture on the website of the particular vehicle that you will be hiring?

Is there a landline number?

Is there a contact name?

Is there an address?

Prices

All limousine operators are not equal, and all limousines are different.

An established, professional limousine operator with modern, regularly maintained limousines may well charge £10 or £15 more per hour for five star service.

Like everything else, you will get what you pay for. On an average hire of 3 hours, an extra £45 is a small price to pay for professionalism, safety and reliability.

Cheap hire usually results in cheap service.

Length of Hire

It takes around 2.5 hours to prepare a limousine prior to hire.

There is therefore likely to be a minimum charge and/or hire duration imposed during peak periods.

If an operator uses a vehicle for several hires in the same day, there may be problems with punctuality and timing.

Many limousine operators offer a reduced hire charge for mid-week hires.

QUESTIONS TO ASK LIMOUSINE OPERATORS

- **How long have you been in business?**
- **Are you a full time operator?**
- **How many vehicles do you have?**
- **Where are you based?**
- **How old are your vehicles?**
- **Can I view the limousines?**
- **Is there a minimum charge or hire duration?**
- **What does the price include? (VAT, drinks, balloons etc)**
- **What would happen if the limousine broke down?**
- **Can you guarantee that I will receive the limousine that I have chosen?**
- **Are you insured for Private Hire? Can I view your insurance?**
- **Are you licensed? Can I view your license?**
- **Are your drivers CRB checked?**
- **Do you send written confirmation of the booking, including price and itinerary?**
- **What payment methods do you accept? How much is the deposit, and when is the balance due?**
- **What graphics/livery is on the vehicle? Is it discreet?**

Brokers

Brokers will secure quotations on your behalf.

Limousine operators pay brokers to receive enquiries off them.

Brokers often cannot guarantee that a limousine operator is licensed or approved.

You may end up paying more by relying on a third party to find you a limousine operator.

QUESTIONS TO ASK BROKERS

What criteria do you use to approve your limousine operators?

Can you guarantee your operators have adequate insurance cover, and operate legally?

Can you guarantee the punctuality and reliability of the operator and the safety of the vehicle?

Can you guarantee that I will receive the limousine I ask for?

Will it cost me extra to use your service, either directly or indirectly?

Do I pay you or the limousine company?

Will my email address only be used for a quotation?