

Q. Can I hire your cars for anything other than a wedding?

A. No, sorry we only offer our cars for wedding hire.

Q. Can I drive your cars myself?

A. No, sorry we do not offer self drive hire.

Q. Can you make additional trips, for example to take bridesmaids to the church and to the reception?

A. Yes we can, but you need to consider how long the first people we take to the ceremony/reception etc. will be waiting before you arrive. Booking two cars may be preferable, this does not cost twice as much, alternatively our Daimler can carry up to seven passengers.

Q. How reliable are your cars?

A. Our cars are extremely reliable; they are maintained by a motor engineer with a lifetime of experience. They are checked over before every outing. We also have contingency plans in place to get you to your destination in the event of a breakdown.

Q. Can you provide additional services such as champagne after the ceremony?

A. Yes, we can, it is not part of our normal service but we are happy to provide this and anything else that will make your day special in the way you want it to be, just ask. If we don't do it we may know somebody else who does.

Q. Do you provide ribbons and bows and drivers tie or other items to match our colour scheme?

A. We are happy to provide items to match your scheme but please bear in mind that we may need to order these from your supplier in order to get an exact match. We will need sufficient time to do this. Whilst most items will be included in our fee we may make a charge for items we cannot/are unlikely to use again or which are excessively costly.

Q. When do I have to pay for your services?

A. A deposit is required at the time of booking, currently this is £100. The remainder of your hire fee and any other charges are payable in full one month before your wedding. If you require additional chargeable services for which we need to order goods and/or services from third parties we will require payment for those items prior to ordering them.

Q. Is my deposit refundable?

A. We will refund your deposit in full up to two calendar months before your wedding and will refund 50% up to one month prior to your wedding day, after that there will be no refund. There is no refund for goods or services ordered from third parties except when we can obtain a refund from our suppliers, in this case we will pass this on to you.

Q. What forms of payment do you accept?

A. Our preferred payment method is via bank transfer, our bank details are: Three Counties Wedding Cars, sort code 08-92-50, account number 68530826. We also accept cheques made payable to Three Counties Wedding cars, cash and Paypal payments, our email address for payments is payments@vintage-wedding-cars.co.uk. In most cases you can also pay using a debit or credit card via Paypal. Please use the reference we have given you or the car name and wedding date so that we can identify who the payment is from.

Q. How much do you charge for your services?

A. We charge a fixed rate for our standard service. Other services are charged on the basis of their cost plus the estimated additional time it will take to provide that service. When you tell us what you want we will be able to provide you with a hire fee immediately and for other services when we can establish their cost to us.

Q. How many passengers do the cars take?

A. Our classic and vintage cars take three or four passengers plus the driver in comfort. Our Daimler takes seven passengers plus the driver.

Q. Do these cars have seatbelts?

A. Our classic and vintage cars do not have seat belts. They are driven at a speed that befits their age and the occasion by extremely experienced drivers who always have your safety as their primary concern. Our Daimler limousine has seat belts fitted to all seats apart from the occasionals.

Q. Do you take child passengers?

A. We do not normally take passengers under the age of 12 years in our classic and vintage cars because our cars are not fitted with childproof safety locks or seatbelts but if you have child passengers please talk to us as we can sometimes make exceptions. We are happy to take accompanied children in our Daimler.

Q. Can you take passengers with special needs?

A. We are happy to take passengers with special needs in our Daimler limousine. We can also take special needs passengers in our classic and vintage cars provided they can access our cars and can travel safely without seatbelts or other restraints. If you would like us to take such a passenger it is essential that you tell us at the time of booking so that we are able to establish and provide any additional support required to enable them to undertake their journey with us. We cannot carry wheelchairs in our classic and vintage cars; they were simply not designed for them. Our Daimler can carry wheelchairs.

Q. What will the chauffeur wear?

A. Your chauffeur will wear a smart contemporary suit and tie or if you prefer a 1930's style double breasted chauffeurs uniform with some of our cars. He will also wear a cap and gloves if you wish.

Q. Are you available for weekday weddings?

A. Yes our cars are usually available for hire seven days a week but may not be available on some days due to scheduled maintenance.

Q. When can I expect you to be there on my big day?

A. We will be there to pick you up at the time agreed with you. When you book we will advise you of the time we think you need to leave. If you prefer us to be there early so that you have one less thing to worry about we are happy to do that, if you prefer us to stay away until the appointed time we are happy to do that as well.