



Terms & Conditions

Thank you for choosing **Retro Bride & Vrooms** for your special day. We want your experience with us to be as enjoyable and stress-free as possible. Our campers are much-loved classic vehicles, and because of their age, there are a few important things we need you to be aware of before booking.

1. Booking & Deposit

- 1.1. A deposit is required to secure your booking and reserve the camper for your chosen date.
- 1.2. The deposit is non-refundable if the client cancels their booking, except where applicable consumer law requires otherwise.
- 1.3. Your booking is only confirmed once the required deposit has been received.
- 1.4. The remaining balance must be paid by the agreed payment date stated on your booking confirmation. If the balance is not received by that date, we reserve the right to treat the booking as cancelled.

2. Payment & Booking Information

- 2.1. The client is responsible for ensuring that all booking details, including dates, collection addresses, ceremony times, destinations and contact information, are accurate.
- 2.2. Any changes requested after confirmation are subject to availability and may result in an additional charge where they increase mileage, waiting time, staffing or journey time.
- 2.3. Any additional services agreed after the original booking will be added to the final balance or invoiced separately.

3. Classic Vehicle Availability & Mechanical Issues

- 3.1. Our campers are genuine classic vehicles and, despite careful maintenance, may occasionally experience unexpected mechanical or electrical faults.
- 3.2. We will take all reasonable steps to ensure the booked vehicle is roadworthy and available for your event. Where a problem arises, we will make every reasonable effort to provide a suitable alternative vehicle where one is available.
- 3.3. If no suitable alternative can be provided and we are unable to provide the booked transport service, the client will receive a refund of monies paid to Retro Bride and Vrooms for the affected service.

3.4. Retro Bride and Vrooms will not be responsible for consequential losses or third-party costs arising from an unavoidable breakdown or mechanical failure, except where liability cannot legally be excluded.

4. Timings, Routes & Delays

4.1. We will make every reasonable effort to arrive at the agreed collection point at the agreed time.

4.2. Journey times can be affected by traffic, road closures, accidents, severe weather and other circumstances outside our reasonable control. We cannot guarantee an exact arrival time where delays are caused by such events.

4.3. The client should provide realistic timings and inform us in advance of any known access restrictions, parking limitations or special route requirements.

4.4. Where the client or passengers cause significant delay beyond the agreed schedule, additional waiting-time charges may apply where stated on the booking confirmation or otherwise agreed with the client.

5. Passengers, Safety & Care of the Vehicle

5.1. Passenger numbers must not exceed the legal seating capacity of the booked vehicle.

5.2. Passengers must follow reasonable instructions given by the driver in relation to safety, boarding, travel and the protection of the vehicle.

5.3. Smoking, vaping and the use of illegal substances are not permitted inside the vehicle.

5.4. The client may be responsible for the reasonable cost of cleaning, repair or replacement where damage or excessive soiling is caused by the client or their passengers, excluding fair wear and tear.

5.5. We reserve the right to refuse or discontinue transport where behaviour is abusive, dangerous, unlawful or presents a risk to passengers, the driver, the public or the vehicle.

6. Changes to the Booking

6.1. Requests to change the date, collection point, destination, timings or other material booking details must be made as soon as possible.

6.2. Changes are subject to availability. Where we can accommodate the requested change, any difference in price will be confirmed before the change is accepted.

6.3. A request to move a booking to a new date is not automatically guaranteed and may be treated as a cancellation and new booking where the original arrangements cannot reasonably be transferred.

7. Cancellation by the Client

7.1. If the client wishes to cancel a booking, notice should be given to Retro Bride and Vrooms as soon as possible in writing. The deposit is non-refundable, subject to applicable consumer law.

7.2. Any additional cancellation charges will be dealt with in accordance with the cancellation terms stated on the client's booking confirmation.

8. Force Majeure

8.1. Retro Bride and Vrooms will not be liable for failure or delay in providing the service where this is caused by circumstances outside our reasonable control, including but not limited to severe weather, road closures, accidents, mechanical failure, breakdown, government restrictions or other unforeseen events.

8.2. Where we are unable to provide the booked service, we will make every reasonable effort to offer an alternative where possible. If no suitable alternative can be provided, the client will receive a full refund of monies paid to Retro Bride and Vrooms for the affected booking.

9. Agreement

9.1. By paying the deposit and confirming your booking, you acknowledge that you have read, understood and accepted these Terms & Conditions.

9.2. These Terms & Conditions form part of the booking agreement between the client and Retro Bride and Vrooms.

Please note: Our campers are beautiful, much-loved classic vehicles. We maintain them carefully and do everything reasonably possible to make sure they arrive ready for your special day. However, their age means that unexpected mechanical problems can sometimes occur. We strongly recommend having a backup transport plan for your wedding day, just in case.

Retro Bride & Vrooms
Classic campers, unforgettable journeys.

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