1. INTRODUCTION

These Terms and Conditions ("Terms") govern all services provided by HotHorse Classics, a professional chauffeur service ("the Company", "we", "us", or "our").

By booking or using our services, you ("the Client", "you", or "your") agree to be bound by these Terms.

2. BOOKINGS

- All bookings must be made via our official booking channels (website, app, email, or phone).
- Confirmation of a booking is subject to vehicle and driver availability.
- Quoted prices are based on the information provided at the time of booking. Any changes to routes, times, or requirements may affect the final cost.

3. PAYMENTS

- All payments must be made in full before the commencement of the trip unless otherwise agreed in writing.
- We accept major payment methods including EFT, card payments, and approved account billing.
- Prices include VAT (if applicable) but exclude tolls, parking fees, or additional waiting charges unless otherwise stated.

4. CANCELLATIONS AND REFUNDS

- Cancellations made more than 48 hours before the scheduled pickup time: **full refund**.
- Cancellations made within 24 hours: **50% charge**.
- Cancellations made within 4 hours or for "no-shows": **100% charge**.
- Refunds (if applicable) will be processed within **7-14 working days**.

5. WAITING TIME AND DELAYS

- A grace period of 15 minutes applies for standard pickups and 30 minutes for airport pickups after the confirmed time.
- Additional waiting time will be charged per 15-minute block thereafter.
- The Company is not liable for delays caused by traffic, weather, road closures, or other circumstances beyond our control.

6. PASSENGER CONDUCT

- Passengers are expected to behave respectfully towards the driver and vehicle.
- No smoking, vaping, or consumption of illegal substances is permitted in any vehicle.
- The Client is responsible for any damage caused to the vehicle by them or their party.
- The Company reserves the right to refuse service if a passenger's behavior is unsafe or offensive.

7. LUGGAGE AND PERSONAL ITEMS

- Clients are responsible for their luggage and belongings.
- The Company accepts no liability for lost, damaged, or left-behind items.
- All luggage must fit safely within the vehicle's capacity.

8. LIABILITY

- The Company's liability for any claim arising out of our service shall not exceed the total amount paid for the trip.
- We are not responsible for indirect losses, including missed flights, appointments, or consequential damages.
- All vehicles are fully insured, and all drivers are licensed and vetted.

9. FORCE MAJEURE

- The Company shall not be held responsible for any failure or delay in service due to events beyond its control, including but not limited to accidents, extreme weather, civil disturbances, or acts of God.

10. PRIVACY AND DATA PROTECTION

- Client information is collected solely for booking and service purposes.
- We do not share personal data with third parties except as required by law.
- All data is processed in compliance with applicable data protection laws (including POPIA, if in South Africa).

11. AMENDMENTS

- The Company reserves the right to amend these Terms at any time.
- Updated versions will be posted on our website and will take effect immediately upon publication.

12. GOVERNING LAW

- These Terms shall be governed by and interpreted in accordance with the laws of South Aftica, and any disputes shall be subject to the exclusive jurisdiction of its courts.