

## Terms & Conditions of Hire

### *Including airport transfer information*

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Due to Airport Security and Parking Restrictions we are unable to search the airport for you.

Should you be delayed in the airport for any reason please send someone to find your driver to ensure that he/she does not assume that you missed your flight. The driver is under instructions to wait for up to 30 minutes.

As proof that he/she was there he/she will advise a member of Airport staff that you did not show.

If all else fails and you are still unable to find your driver ring us on 0113 292 6711 and we will advise you as to your driver's whereabouts.

#### CONDITIONS OF Hire (the small print) PLEASE READ

1, COVID-19\* - It is the responsibility of the hirer to ensure their validity of travel and return and to incorporate all possible outcomes as refunds will not be issued. Strictly credit notes will only be issued. We will move dates and work with customers however, It is not the companies responsibility to bare the volatility of the current climate.

1.1, If Child seat(s) are provided by the company, they are used at the sole discretion of the adult passenger accompanying the child who must satisfy themselves that the child seats are adequate, no responsibility can be accepted by the company for their use.

2, Any deviation made by the customer from the details provided may incur extra charges.

3, Please locate the driver within 30 minutes of landing otherwise he/she may not wait.

4, The Company can accept no responsibility for any unforeseeable occurrences resulting in late arrival. Travel/Holiday insurance may be available to cover any such occurrences, see your Travel Agent.

5, Pick up points, drop off points & the route taken is entirely at the driver's discretion although he/she will make every reasonable effort to comply with the details overleaf.

6, Please remain seated whilst the vehicle is in motion. The company will not accept responsibility for any accidents occurring through non-compliance with this request.

7, The Company cannot accept responsibility for goods or belongings, lost, stolen or damaged whilst on the vehicle.

8, Your driver will assist you with your luggage if required, it is however your own responsibility, please make sure that it is loaded/unloaded safely. We will not be held responsible for the safety of or damage to luggage or other belongings or for anything being left behind.

9, Although the driver will make every effort to pick up & drop off at a safe place, the company cannot accept responsibility for any injuries incurred whilst boarding or alighting the vehicle.

10, The vehicle must be kept clean at all times. The driver has the task of cleaning the vehicle & any undue mess will incur an extra charge of £50

11, If seat belts are provided on the vehicle Please Use Them. Omitting to do so may result in any claims for injury caused by any road traffic accident being invalidated.

12, The driver is in complete charge of the vehicle, should he/she consider that the safety of the passengers or vehicle could be compromised he/she is at liberty to take any action that he or she determines is appropriate.

13, Should full payment not be received by our office 14 days before your Departure, we reserve the right to assume that transport is no longer required.

14, On your return from the Airport you may be required to wait for other passenger's flights to arrive although we try to keep this to a minimum of no more than 30 minutes. Should you require a longer period of wait, you must inform the office on 0113 292 6711.

15, Should any of the details overleaf be incorrect we must be informed immediately, failure to do so may result in you not being collected on time or the wrong vehicle being sent etc. We will not be held responsible should you not comply with this requested.

16, No refunds are due should you cancel without 14 days prior notice.

17, Drivers should not be harassed in any way or for any reason. Passengers causing a nuisance or bombarding the driver with complaints for any reason, such as to distract him/her are liable to be asked to remove themselves from the vehicle. Causing unnecessary stress for the driver is not in the interest of your safety or that of your fellow passengers. Should you have cause for complaint please takes the matter up with a member of our office staff who will advise you regarding our complaints procedure.

18, Requests for later pickup times for your journey to the Airport, if accepted by us, would be entirely at your own risk, we will not be held responsible for any late arrival at the airport.

19, Any late payments will result in interest being charged per day and the balance will remain incurring interest until cleared in full.

20, The Company may, at its sole discretion, engage the services of a debt collection agency to recover any unpaid amount together with interest and any debt collection charges.

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**Please note that we do operate a soiling charge of £50 should the coach become messy, dirty and covers any spillages.**

*ALL QUOTES ARE FULLY INCLUSIVE OF VAT. THIS INCLUDES, FULLY LICENCED, FRIENDLY AND DBS CHECKED DRIVER, FUEL, FULLY INSURED, EXTRA ASSISTANCE AND ONBOARD REFRESHMENTS*

