

Airport Specialists Cars Limited are a licensed private hire company based in Trowbridge

All vehicles must be pre-booked under the following terms and conditions.

1. Prices are based on passengers being ready to travel at the booked time.
2. All fares quoted are for point to point and any diversions will be charged at additional rates.
3. Clients are not permitted to smoke in any of our cars
4. Apart from water, passengers are not permitted to eat or drink in the vehicles
5. Our saloon and estate cars are insured for hire and legally allowed to transport a maximum of 4 passengers only.
6. It is the passenger's responsibility to ensure that they order the correct type of vehicle in order to carry the numbers of passengers and luggage.
7. We reserve the right to refuse any passenger our services due to passenger having excess luggage which would result in the vehicle being unsafe on the road.
8. We will not accept liability for loss or damage to the luggage while in our vehicles.
9. Please note babies are counted as passengers. This is important when considering the size of the vehicle you wish to choose, we can provide baby/booster seat for free of charge if requested at time of the booking. The passenger must specify child's age on comment section on booking form
10. Usage of child seats is entirely at the passenger's discretion, and we cannot be held responsible or liable for their usage
11. Please call our office if you cannot locate our driver at the airport on 01225 764141 or late at night 07977173598. If the passenger missed a flight this information must be informed to us immediately so that we will notify the driver not to enter the airport for that pick up.
12. All pickups from the airports and cruise ports are allowed 60 minutes free once our driver has entered the terminal building. Our driver will come inside the airport/Seaport 20 minutes after the landing time and wait there for another 60 minutes for free. There after waiting time will be charged. Flight delays are except from this charge because we monitor inbound flight arrivals.
13. Pickups from home, hotel, offices and other venues are allowed 10 minutes from the actual booked time, thereafter £0.30 per minute (minimum £3.00) may be added to the fare quoted.
14. All prices are quoted per car & road tolls are not included.
15. It is regretted that the carrying of pets is not permitted
16. Please ensure you give us your arrival time and date in the UK and not your departing information.
17. Passengers are strongly advised to give enough time for their journey, especially passengers travelling to the airport.
18. No reservation is considered as accepted until confirm by Airport specialists Cars by email or post.
19. No responsibilities for costs are to be refunded to any passengers who do not wait for their driver and take alternative transport.
20. Credit card payments should be made in advance or at the time of booking unless passenger opted for cash payment on the day.
21. Credit card payments will incur a 3.5% processing fee, but debit cards are free.
22. Cash fares are paid to the driver in British Sterling (£) at the end of your journey in full.
23. Cancellations made by passengers before the driver has departed will incur no charges
24. Cancellations made by passengers once the driver has departed will incur a 75% charge of the quoted price.
25. Cancellations once the driver has reached the pick-up point will incur a 100% charge of the price.

26. There are seasonal 50% surcharges on our prices on specific dates only. These are 24th, 26th, 31st December & 1st of January each year. 25th December will incur a 100% surcharge.
27. Airport Specialists Cars Ltd cannot be held responsible for any loss financial, professional, missed connection times, flights, trains, due to the private hire vehicle not arriving at the pick-up address at the booked time due to adverse weather, traffic conditions, or road traffic accidents or road closures or being given the wrong booking information by the customer.
28. Airport Specialists Cars Ltd shall not be deemed responsible if the passenger does not reach his/her destination for the following reasons;
 - Act of nature, explosion, flood, tempest, fire or accident, War or threat of War, sabotage, insurrection, civil disturbance or requisition.
 - Acts, restrictions, regulations, bylaws, prohibitions or measures of any kind on the part of any governmental, parliamentary or local authority.
 - Traffic accidents, traffic hold ups, traffic congestion, diversions, Strikes, lockouts or other industrial actions or trade disputes (whether involving employees of the service provider or of a third party)
 - Flight delays and / or flight cancellations.
 - Power failure or breakdown in the machinery including computer and email systems, networks and our website or booking system.