

**Airport Specialists Cars Ltd are a licensed private hire company based in Trowbridge.**

Airport Specialists Cars Ltd aim to provide an efficient, professional and reliable service to all our customers.

Set out below are our terms and conditions of service which are intended to protect our customers and ourselves.

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

1. All prices quoted are per car and not per passenger.
2. All fares quoted are from point to point and any diversions will be charged at additional rates.
3. Clients are not permitted to smoke in any of our vehicles.
4. Apart from water passengers are not permitted to eat or drink in the vehicle without the drivers consent.
5. It is regrettable that the carrying of pets is not permitted in any of our vehicles.
6. It is the passenger's responsibility to ensure that they order the correct type of vehicle in order to carry the number of passengers and luggage.
7. We reserve the right to refuse any passenger our service 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 a passenger. This is important when considering the size of vehicle you wish to choose. We can provide baby/booster seats if requested at the time of booking (subject to availability), The passenger booking must specify the child's age also.
10. Usage of child seats/booster seats is entirely at the passenger's discretion and we cannot be held responsible or liable for their usage. Before travelling it is the passenger's responsibility to check the seat is fitted correctly in the car and the child/baby is also secure in the seat.
11. Please call the office if you cannot locate our driver at the airport on 01225 764141 or late at night 07977173598. If the passenger misses their flight you must inform us immediately so that we can notify the driver not to enter the airport.
12. All pick ups from the airport and cruise ports are allowed 60 minutes free waiting time once our driver has entered the terminal building.
13. Our driver will enter the airport approximately 30 minutes after the plane has landed unless a different time has been agreed in advance through the office staff.
14. We allow 60 minutes free waiting time once the driver has entered the arrivals hall, after that waiting time will be charged.
15. Flight delays are excluded from this charge because we monitor all inbound flight arrivals.
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 allow enough time for their journey especially passengers travelling to the airport.
18. No reservation is considered as accepted until confirmed by Airport Specialists Cars Ltd by email.
19. No responsibility 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 of booking.
21. Cash fares are to be paid to the driver in British Sterling £ at the end of the journey in full.
22. Bookers are responsible for providing and checking that all information is correct most importantly Date, Time, location and size of vehicle.
23. Cancellations made by the passengers before the driver has departed will incur no charge.
24. Cancellations made by the passengers once the driver has departed will incur a 75% charge of the quoted price.
25. Cancellations once the driver has reached the pickup point will incur a 100% charge of the price quoted. This includes bookers giving the office the wrong information such as incorrect date/time on your booking confirmation of their departure or arrival.
26. We have seasonal surcharges at Christmas and New year from 50 -100% of the price. These are on 24<sup>th</sup>,25<sup>th</sup>,26<sup>th</sup>,31th December and 1<sup>st</sup> January. Please ask the office for more details.
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 reason: Act of nature, explosion, flood, fire and accident. Also Flight delays or flight cancellations, Vehicle breakdown or driver illness.