

## Our Company Terms & Conditions

**Airportline is the trading name of Windsor Cars Private Hire Limited.**

**Vehicle Type and Price:** 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. Prices quoted and paid are for passengers being ready to travel at the booked time.

**Luggage Type and Allowance:** Normal luggage assumes that 1 Medium Size suitcase and 1 piece of hand luggage 56cm (H)\*45cm (W)\*25cm (D) (approximately 22 inches x 17.5 inches x 9.85 inches) per person. Any luggage that our private hire vehicles can not accommodate is the responsibility of the passenger. We reserve the right to refuse any passenger and our services if their luggages are extremely excess and deemed as unsafe for the vehicle on the road. Generally passengers are responsible to load and unload their belongings and we will not accept liability for loss or damage to the luggage/s. Our drivers will offer a hand of help in many cases with your luggage at the passenger's discretion

**Phone Bookings:** All phone bookings are taken with great care and detailed attention to ensure accuracy is maintained. Some of the bookings may be recorded for training and verification purposes. We will not be held liable for any incorrect information provided by third party.

**Payments:** Payments can be made by the following methods:

1. Cash to the driver
2. Prepay by Credit/Debit Card, Paying by Card 5% surcharge will be added to the fare.

**Waiting Time Charges:** All pickups from the airports are allowed 45 minutes free waiting including Airport car park from the flight landing time. Any further waiting time will be charged at 0.35p per minute (minimum £3 including car park). Flight delays are exempt from these charges. Pickups from home, hotel, offices and other venues are allowed 10 minutes from the actual booked time, after that £3.50 for every 15 minutes (minimum £3) will be added to the fare quoted.

**Additional luggage and passengers:** Additional passengers and luggage will be added with the permission of Airportline control room with the effect of price difference on the actual quote.

**Airports NO Show:** No show is classed as follows: If passenger books a private hire car with us and failed to meet the driver on pick up time, this will include home, hotel and other private address. This will include wrong date wrong time bookings. If a passenger books a pick up from an airport and fails to meet the driver in the arrival hall or failed to contact the office .This means that the driver will wait in the arrival hall up to 1 hour and 30 minutes from flight landing time and if the passenger fails to meet within this time limit, if the passenger informed the office or driver with a good

reason for delay the driver may wait for extra time (waiting and airport car park charges will apply, 45 minutes after flight landing time, Flight delays are exempt from these charges) All bookings made online or over the phone on basis of paying cash to the driver, or credit debit card will be charged the full amount in the event of a no show. All bookings pre paid by a credit or debit card will not be refunded in the event of a NO Show.

**Liabilities:** The Company accept no liability for the following.

Passenger does not reach his/her destination for the following reasons; Act of nature, explosion, flood, tempest, fire or accident, or, sabotage, insurrection, civil disturbance or requisition acts, restrictions, regulations, by laws, 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.

**Special Fares:** Our Prices will be 50% higher on the following dates; 24th, 25th, 26th, 31st December and 1st January. This is due to limited drivers available for work during seasonal periods.

**Child Seat:** Please note that we provide free child seats as a courtesy service. Whilst we make every effort to ensure child seats are available, we can not guarantee suitability for your child, or availability for your journey. Usage of child seats is entirely at the passenger's discretion, and we can not be held responsible or liable for their usage.