

ALL online bookings must be paid in full at time of booking, failure to make payment will result in your booking been cancelled.

If you have any quires or issues when paying online please ring us on 0113 2282222

Due to Airport Security and Parking Restrictions we are unable to search the airport for you. Please meet the driver at the appropriate meeting place. This is described as "Inbound Meeting Point", on your confirmation, relevant information can be found on our FAQs section on our website.

Please note that a shuttle may be used to transport you to or from the main vehicle. Also for larger parties and multiple Pickups/Drops we may use more than one vehicle to transport you.

We allow one suitcase and one piece of hand luggage per person, Any luggage not listed in "Luggage Allowance" on your confirmation will **NOT** be transported. If you have additional luggage you will need to inform us, and there will be an additional charge for each additional item.

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 228 2222 and we will advise you as to your driver's whereabouts.

CONDITIONS OF Hire (the small print) PLEASE READ

- 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 overleaf 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 and the route taken are entirely at the drivers' 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 and any undue mess may incur an extra charge. There is no smoking or consuming of alcohol or non-prescription drugs on our vehicles.

11, 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 at least 5 days before your Departure / Journey, we reserve the right to assume that transport is no longer required. A £10.00 cancellation fee is payable on all cancelled bookings.

14, Where you have booked shared transport, the journey will invariably involve picking up or dropping off other passengers in other areas. We reserve the right to alter pick up times to accommodate other users of our service. On your return from the Airport, you may be required to wait for other passengers' flights to arrive although we try to keep this to a maximum of 30 Minutes.

15, Should any of the details on your confirmation sent by us 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 with this request.

16, 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. In the unlikely event that you have cause for complaint please take the matter up with a member of our office staff who will advise you regarding our complaint's procedure.

17, 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.

18, Please be aware that should you have booked exclusive and for some reason you return flight time alters with little or no notice or your flight is delayed appreciably, it may be necessary for you to travel with other passengers as it is impractical for us to have vehicles waiting at the airport for extended periods of time.

19, Should you be delayed beyond your notified Pick Up Time. It may be necessary for you to travel on an alternative vehicle. This may involve extended waiting time. We appreciate your understanding.