



## Terms & Conditions – Private Hire

### TERMS & CONDITIONS OF USE

1. By ordering a Private Hire vehicle the user agrees to use the service and to pay all relevant fares. The settlement of which will be bound by the terms & conditions of use between IC Travel and the user.
2. By agreeing to these terms & conditions you – and anyone else using your account - agree to adhere to them and to be bound by them.

### PASSENGER COMFORT & SAFETY

1. No alcohol will be permitted 'inside' the vehicle at any time under any circumstances. All alcohol transported must be stowed in the luggage compartment.
2. Should the vehicle require valeting due to negligence, general or alcohol related illness a minimum charge will be made of £90.00 to cover cost of cleaning and subsequent loss of earnings.
3. Smoking is against the law in the UK and is not permitted in or around the vehicles. Our vehicle is strictly NON SMOKING - offenders may be liable for a fine of up to £500.00 resulting from any damage.
4. Any damage, breakages etc. to the vehicle upholstery, trimmings or seat belts will be the responsibly of the hirer who will be invoiced for the necessary repairs.
5. Our vehicle is fitted with seat belts conforming to EU regulations, it is up to the hirer (not the driver) to ensure that seat belts are worn The Company will not be held responsible for any claims resulting from the non or misuse of seat belts.

### BOOKINGS & CANCELLATION

1. The company reserves the right to decline any bookings. The driver may also request any passenger to leave the vehicle if it deems his/her conduct to be incompatible to the comfort or safety of the other passengers, or the driver.
2. All invoices are deemed correct if not queried within 7 days
3. A deposit of £50 (or the full fee if lower) is payable at the time of booking and the remaining balance must be paid in full 7 days prior to the commencement of the journey. The company reserves the right to pursue outstanding sums owed through civil court.
4. The deposit paid is not refunded if the booking is cancelled within 14 days of the scheduled travel date
5. There is no refund of any payment if the booking is cancelled less than 7 days before the journey.
6. For airport collections, charges allow for 60 minutes waiting after aircraft landing. Waiting time charges in excess of this are charged at £20 per hour pro-rata. All charges based on mileage and are charged to the last mile or part thereof.

7. Where an aircraft arrival is delayed for 4 hours or more this would be treated as a cancellation of the booking with no refund payable. The company may, due to other contractual obligations, be unable to fulfil the revised booking. In such cases the hirer would need to make alternative arrangements assisted by IC Travel where possible. The hirer would be responsible for such charges for the new booking.
8. If IC Travel are able to fulfil the revised booking then this would be charged at 50% of the usual rate.
9. Charges include any tolls and car park charges normally payable. Additional charges due to delays or upon requests for (eg.) Premium drop off/collection will be charged to the customer.
10. Unless otherwise instructed by the passenger, routes travelled will be at the drivers discretion, in accordance with road, traffic and weather conditions, whether the route is the shortest or not. No price alteration to the hirer will be made if the route adopted is not actually the shortest. Journeys for airport transfers for outbound flights are planned to allow a minimum of 2 hrs arrival before departure.
11. Neither the company nor its agents or employees will be responsible for any delay howsoever caused and any subsequent costs to the hirer.
12. Every endeavour is made for the faultless running of the vehicle, but no responsibility can be accepted for any breakdown whatsoever or any additional expense or loss incurred by the client/s or passenger/s thereafter.
13. The vehicle is kept clean, but no liability can be accepted for clothing etc., being marked, stained or dirtied by road dirt, oil or grease from any part of the vehicle.
14. Please ensure your travel insurance arrangements cover such instances detailed above.

## **LUGGAGE**

1. The carriage of luggage is entirely at the owner's risk, the Company will not be held responsible for any damage to, or loss of personal property carried within the luggage area or within the passenger area of the vehicle.
2. Whilst we endeavour to estimate the amount of luggage transported on airport transfers, we are restricted on luggage compartments sizes. It is strictly forbidden to load luggage on passenger seats for obvious safety reasons. Please note that the vehicle size does not necessarily equate with the number of persons carried.

## **COMPLAINTS**

1. If you have a problem or complaint it is essential that you inform the driver immediately, if you wish to make a formal complaint, please notify our office in writing no later than 7 days after your planned journey.
2. Individual amendments to these terms and conditions must be approved and underwritten by the directors of The Company.
3. Without prior notice: The Company reserves the rights to amend, change, delete or add to these terms and conditions whenever necessary.