

Terms & Conditions of Trading

1. Making a Booking

- It is the customer's responsibility to ensure that all booking details are accurate, and that the vehicle type or size quoted, is sufficient to carry the passenger and their luggage/belongings.
- All bookings will be confirmed to the Customer for acceptance of the terms and conditions.
- Any amendments should be communicated in writing - by email.

2. Payment

- Flightlink accepts most credit cards as a means of payment.
- Payment terms are 30 days from date of invoice. Flightlink reserves the right to charge interest on overdue invoices at the Bank Base Rate of interest plus 5%.

3. Quotations, rates and charges

- All prices are in GBP and are exclusive of VAT at the current rate unless otherwise stated, except coaches that are zero rated.
- All quotations are estimated journey charges based on the most economical route, taking into consideration distance, average speed, time, etc.
- Final journey charges will be calculated according to the actual route travelled and any other relevant factors, e.g. waiting time (at the agreed tariff). In these circumstances the driver will take the most optimal route, unless the client gives specific instructions, or prevailing traffic conditions or unforeseen roadwork's dictate. In the event of route deviation additional mileage and time will be charged at the agreed rate.

4. Indicative charges to be added to journey – as at 01/06/2017 (subject to change)

Description	Charges / Fee
Airport meet and greet charge (parking and waiting)	£12.00
Waiting time - Collection from Address / Office	First 10 min included and thereafter £0.35 per min
Waiting time - Collection from Airport	First 60 min included and then £20.00 per hour
Drop off charges for Stansted/Luton/Bristol etc.	Charges passed on to customer
Out of regular hours Surcharge 11h00 to 05h00	£8.50 Surcharge
Toll, congestion and parking fees	Full charges will be added to journey cost
Car share pickup or drop off charges	£5 Per extra pickup or drop off point / passenger

5. Cancellations and no show

Cancellation notice periods and charges are as follows:

No Show	100% of the quoted price
4 hours prior to journey	100% of quoted price
4 to 6 hours prior to journey	50% of Quoted price or £26 (+VAT), whichever is higher
6 to 12 hours prior to journey	£26 (+VAT) cancellation charge

NB: In the event where a passenger is unable to locate the driver and an alternative method of transport is sourced without first contacting Flightlink to try and resolve the situation, you will be charged the full rate.

Coaches, minibuses and all other vehicles have a separate terms and conditions.

6. Surcharges

Surcharges will apply on Bank Holidays as follows:

Christmas Day, Boxing Day, New Year's Eve from 17:00 and New Year's Day	100%
All other Bank Holidays	50%
Interior of the vehicle is soiled or damaged by the Customer	£70
For special events Flightlink can provide transport co-ordinator/s	Please phone for a quote

7. Exclusions

- Flightlink accepts no responsibility for any loss or damage to property, howsoever such loss or damage may be caused. Property being left behind in the vehicle will be returned to the customer and the cost of postage and packaging will be passed on to the customer.
- Flightlink shall be under no liability to the Customer whatsoever for any indirect loss and/or expense (including loss of profit) suffered by the Customer arising out of a breach by the Company of these terms and conditions.
- In the event of any claim against Flightlink arising out of its performance of hire, the Company's liability shall be limited to a refund not exceeding the cost of the journey. Any other payments will be entirely at the discretion of the Company.

8. Non-Solicitation of Personnel

If you wish to directly hire or employ a Flightlink chauffeur/driver, we reserve the right to levy a £5,000 fee to cover the costs of recruiting and training the chauffeur/driver.

9. Affiliates

Flightlink reserves the right to enlist the services of carefully selected affiliates to provide the service on our behalf during busy periods, but shall remain responsible for the overall service delivery.

10. Applicable Conditions

- These terms and conditions are governed by and are subject to the laws of England and Wales and Flightlink and the Customer submit to the exclusive jurisdiction of the courts of England and Wales.
- All bookings made shall be deemed to be a confirmation by the Customer to acceptance of these terms and conditions and shall supersede any other terms and conditions from the customer. Any amendments to these terms and conditions must be agreed in writing by both parties.
- Flightlink's use of personal information supplied by you is governed by our [Privacy Policy](#). Flightlink fully respects your rights to privacy and utilises the following practices in regards to any information we are provided with. In order to provide service to you as a customer of Flightlink we may require you to provide certain information to us. Common items may include, but are not limited to, the booker and/or the passenger's name, address, phone number and credit card details. By providing this information to Flightlink, you are agreeing to allow us to utilise this information to complete all services you requested from us.

Whilst every effort has been made to ensure that the information contained in this document is correct at the time of going to print, Flightlink regrets it cannot accept liability for any errors or changes that may occur after publication.

Registered Details

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