

## Moreton Heights

### Terms & Conditions

#### Bookings

These terms & conditions are for all bookings made verbally or in writing. Moreton Heights & you the client agree to be bound by the terms and conditions as listed below.

For all airport collections we will take from you the flight number and arrival time in order for us to monitor the flight for any delays. We are not however responsible for any incorrect information supplied by either the client or our sources of flight tracking information. We will arrive at the pre-arranged meeting point approximately 40 minutes after the flight has landed in order to give you time to collect your luggage & clear customs. Should you be held up in Customs or baggage reclaim longer than 1 hour after you land additional parking/waiting is chargeable to the client over & above the 1 hour charge made by the Airport & waiting time at £20 per hour or part thereof. Any deviations from the pre booked route, additional collections drop off's, parking and waiting charges/fees are extra to the agreed fee and are to be paid by the client.

An estimation of the amount of luggage is required from you on booking so we can supply the correct sized vehicle. If the luggage is in excess of the amount agreed then we do not accept responsibility for the fact it will not fit in the vehicle.

If the driver agrees to have checked luggage in the vehicle, then this will be charged at £20 per item.

Circumstances beyond our control may mean that we need to use an alternative vehicle or contractor, Moreton Heights reserves the right to supply an alternative vehicle of a similar specification.

## **Parking Charges & times**

Parking is not included in the quoted cost of each way travel.

Parking charges are as follows;

Stansted - +£3.50 each way

Luton - +£3.00 each way

London City - +£3.00 collections

Heathrow - +£4.00 - £7.20 collections

Gatwick - +£3.80 - £7.50 collections

These parking charges are a guideline only, and cover the first hour of our service after your flight lands. For inbound customers that take longer than 1 hour to come through into arrivals, there will be extra parking charges and waiting time payable. Waiting time charged at £20.00 per hour or part thereof. It is always best to liaise with your driver directly in order to try to minimise these charges, and if possible to avoid any extras being charged.

## **Payment (Account Customers)**

Moreton Heights payment terms are for payments to be made on receipt of our invoice. If the payment is not made within 14 days from the date of the invoice then we reserve the right to charge interest on overdue invoices at a rate of 10% of the outstanding invoice per week they are overdue.

## **Credit card payments**

We accept all major credit and debit cards

## Payments & deposits

Moreton Heights will agree a price for your journey prior to it taking place, please refer to pricing at [Moretonheights.com/tariffs](https://www.moretonheights.com/tariffs). If a booking is made & confirmed by email or phone, then should the client not turn up or has missed the flight the client will be charged the full amount of the trip.

If we Moreton Heights do not turn up to collect you at the agreed time or date then we will make a contribution towards any alternative transport. We will also refund the full amount of the fare if it has been paid in advance.

We do not accept responsibility for any consequential losses following on from this. We reserve the right to use a sub-contractor to complete your booking should the need arise.

## Cancellation & Refund Policy

1. If a booking is cancelled by the Customer within 48 hours from the start of the period of hire, 75% of agreed fare will be non-refundable.  If the customer does not appear at the time and place designated as the pickup point, all monies paid will be non-refundable.
2. If the driver has already left to collect you then should you cancel at that time the full amount of the fare must be paid.
3. If the driver is waiting for you at the airport & you fail to arrive or miss your flight then we will charge the full fare agreed. Also any waiting time & parking charges will be added to the fare.

**Non-Smoking policy** All of our vehicles are non-smoking vehicles.

## Your Statutory Rights

These terms & conditions do not affect the Client's statutory rights. Moreton Heights does not accept responsibility for any loss or damage to property whatsoever, regardless of how such loss or damage may have been caused. In the event of property being left in a vehicle, we can arrange for the return of the items subject to the client meeting the costs to cover the postage and packaging and or transport.

Moreton Heights will always look to use the most efficient & quickest route to your destination.

However we do not accept any responsibility for items beyond our control. These can be numerous but are

- A) breakdown by one of our vehicles
- B) accidents or travel delays on the journey, which may result in the client missing their plane, boat, meeting etc.
- C) In addition to the above the timings suggested by Moreton Heights would only be advice & it will always be the responsibility of the client to advise on a leaving time to arrive at their destination. We will not be help liable for any re booking costs or any consequential losses.

T Wright  Moreton Heights  
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