

TERMS AND CONDITIONS

1. Bookings & Service

- 1.1 Bookings through our website or Consolidators are deemed to be made when final confirmation of the booking has been sent via e-mail. All terms and conditions are deemed to have been accepted at the point confirmation is made.
- 1.2 Whilst every effort is made to ensure that collections and deliveries of the vehicle are made at the requested times. We do not accept any responsibility for delays of its service, caused as a result of circumstances beyond our control, such as traffic congestion, delayed flights, security alerts.

2. Payment

- 2.2 Increased duration of the stay will be debited from the clients account and payment collected prior to the return of the vehicle.
- 2.3 Full payment of booked service is due prior to the commencement of the service.

3. Liabilities and other Terms

- 3.1 Our insurance covers our legal liabilities
- 3.2 Vehicles and contents are left at the Owners risk whilst the vehicle is parked.
- 3.3 Claims for damage will not be considered unless reported to our staff immediately on the return of the vehicle at the terminal and written confirmation is obtained to confirm damage.
- 3.4 We accept no liability for mechanical, structural and electrical failure of any part of your vehicle including windscreens, glass, tyres and wheels howsoever caused.
- 3.5 We accept no liability for any loss for any loss or damage whatsoever caused unless proved to be caused by the negligence of our employees.
- 3.6 Your vehicle must be taxed and comply with the Road Traffic Act 1988. This is deemed by us to be the case for the whole duration while the vehicle is in our possession. Any liabilities occurred by Our Company as a result of the client's vehicle not complying with the Road Traffic Act, the Customer will be held responsible for all costs/liabilities incurred by the Company.
- 3.7 We accept no liability for any faulty keys, alarm fobs, house or other keys left on the Key ring. In the event of vehicles not starting, we reserve the right to charge for our time. Only the Car Key should be given.
- 3.8 In the event that the car acquires a puncture (including slow punctures) we reserve the right to charge either to inflate the tyre or for the changing of the tyre.
- 3.9 We will not be held responsible for any consequences that may result as a direct result of us having to jump-start your vehicle.

4.10 In the event that we have to pick you up from the Terminal Building, due to a mechanical failure of your vehicle, we reserve the right to charge for this and any associated costs that we may incur.

4.11 We require the Customers to have a spare key for their vehicle, which would we require be taken with the customer.

4.12 We reserve the right to remove your vehicle from our car park and transfer to a secure compound for storage.

In this event your car will be brought back to our car park prior to your return

4.13 In the event that your vehicle needs to be repaired, it must be carried out by our own approved organisation based in West London. It will be your responsibility to deliver and collect the car from there at no cost to our selves. We will not authorise or agree for any works to be carried out by dealerships even in the event of the vehicle forgoing its warranty.

5 Exclusion and limits of our responsibility

- 5.1 We will not accept legal responsibility for the following
- 5.2 Loss or damage covered by your own insurance.
- 5.3 Any indirect loss as a result of damage or loss to the vehicle (such as loss of earnings).
- 5.4 We will not pay more than £25,000 for loss of or damage to the vehicle.
- 5.5 Hire charges or hotel charges, however so incurred.
- 5.6 We will not be held liable for any delayed or missed flights as a direct or indirect result of our service.
- 5.7 We will not be responsible for any minor scratches or dents (whether marked on this document or not) which may not be possible to identify in confined times and weather conditions.
- 5.8 We will not be responsible for any chips or broken glass to the vehicle whether mention on this document or not.
- 5.9 We will not be responsible for any valuables left in the vehicle while in our custody.
- 5.10 We will not be responsible for any discolour of paintwork or dents or scratches that may become visible after a Car wash. This is regardless if the dents or scratches or mentioned in this document or not.
- 5.11 We will not be responsible for any damage to any alloys or tyres regardless of if any damage is mentioned or not on this document.
- 5.12 In the event that we agree to any form of repair or compensation (whether liability is admitted or not by us) you (the client) will be responsible for the excess of any claim being £75.00 for any claims up to £500.00 and £500.00 excess for any claims for any claims in excess of £750.00
- 5.13 We shall not be held liable for any damage caused by Act of God or Nature.
- 5.14. We will not be held responsible for any claims of any nature below £250.00 including dents, bumps, scratches.

6. Changing the conditions.

- 6.1 These conditions will remain in force unless the change is made in writing directly with our selves and with our written permission.