

Terms and Conditions:

Introduction

These terms and conditions (the "Terms") apply to the use of our private hire vehicle services (the "Services") by you, the customer. By using the Services, you agree to be bound by these Terms. If you do not agree to these Terms, you must not use the Services.

Our Services

We offer private hire vehicle services to customers in Haslemere and surrounding area. Our Services include the provision of a private hire vehicle and a driver to transport customers to their desired destination, up to 8 passengers in our largest vehicle.

Delayed Journeys

Haslemere Cars Ltd does not take any responsibility in any way for missed flights for whatever reason i.e. traffic delays, accidents, breakdowns, severe weather conditions or any unforeseen circumstances.

We advise passengers to plan to arrive at the airport 2 hours prior to flight departure to allow for possible unpredicted delays en route to or from the airport. Haslemere Cars Ltd will not take responsibility for any passengers missing their flight due to unforeseen delays.

You may wish to arrange to get to the airport for a time of less than 2 hours prior to flight departure, but we suggest that you allow the minimum of 2 hours.

All passengers are advised to have adequate travel insurance prior to booking.

If your flight has any serious delays please inform us or the driver as soon as possible.

Haslemere Cars Ltd uses their own transport wherever possible but do use third party companies where appropriate.

Smoking and Alcohol

Smoking and the consumption of alcohol is not allowed in any of our vehicles.

Booking and Payment

Customers may book our Services by phone, email, or through our website. All bookings must be confirmed by us in writing or by email. Payment for the Services can be made in advance or on the day.

Cancellation and Refunds

Customers may cancel their booking at any time, but there will be a charge for cancellations made less than 24 hours before the scheduled pick-up time. If a customer wishes to cancel a booking more than 24 hours in advance, a full refund will be given.

No responsibilities for costs are to be refunded to any passengers who do not wait for their driver and take alternative transport.

Contractual Obligation

As a licensed taxi and private hire vehicle operator, we enter into a contractual obligation as principal with the person making the private hire booking to provide the journey which is the subject of the booking.

Insurance

We hold appropriate insurance coverage for all of our vehicles and drivers.

Damage to Vehicles

Customers are responsible for any damage they cause to the vehicle. We reserve the right to charge for repairs or cleaning if necessary.

Complaints

If you have a complaint about our Services, please contact us as soon as possible so that we can try to resolve the issue.

Termination of services

We reserve the right to terminate any service only if our drivers are at risk or the passenger is behaving aggressively or causing a disturbance.

Changes to These Terms

We reserve the right to make changes to these Terms at any time. Any changes will be posted on our website and will become effective immediately. Your continued use of the Services after any changes have been made will be deemed to be your acceptance of the revised Terms.

Governing Law These Terms and your use of the Services shall be governed by and construed in accordance with the laws of England and Wales.