

## Terms and Conditions

- 1.1 You will automatically receive a 'Journey Acknowledgement' email for the journey(s) you have paid for. You are responsible for checking that the details received to us are correct.
- 1.2 You will manually receive a 'Journey Details' email when the journey has been assigned to a driver. This will contain the pick up instructions and the driver's telephone number. Airport City Transfers will not refund you if you have forgotten to take this with you.
- 1.3 Airport City Transfers does not accept any responsibility in any way for missed flights for whatever reason i.e. traffic delays, accidents, breakdowns, severe weather conditions or any unforeseen circumstances.
- 1.4 We advise passengers to plan to arrive at the airport 2 hours prior to flight departure to allow for possible unpredicted delays on route to or from the airport. Airport City Transfers will not take responsibility for any passengers missing their flight if two hours check in time was not allowed. You are free of course to arrange to get to the airport for a time of less than 2 hours prior to flight departure, however Airport City Transfers accepts no responsibility for any missed flight due to this.
- 1.5 All passengers are advised to have adequate travel insurance prior to booking.
- 1.6 No responsibilities for costs are to be refunded to any passengers who do not wait for their driver and take alternative transport.
- 1.7 Airport City Transfers does not accept any responsibility in any way if the passenger/luggage requirements exceed the capacity of the vehicle booked. If you are unsure about the capacity of the vehicle booked please contact Airport City Transfers customer services team immediately by calling our office on 0141 375 1888 or via email - support@Airport City Transferstransfers.co.uk.
- 1.8 For passenger safety, insurance and taxi/private hire licensing regulations, all luggage must be stored in the boot/trunk of the vehicle. Luggage cannot be stored on passenger seats or footwells. Please ensure to take this into account when choosing a vehicle. If your luggage exceeds the boot/trunk capacity of the vehicle booked, your driver cannot continue with the trip. We will try to send an additional vehicle however, if we don't have one available, your booking will be cancelled and no refund will be issued.
- 1.9 Airport City Transfers Transfer reserves the right to refuse carriage of animals (excluding guide/service dogs) which were not agreed at the point of booking. All animals must be secured in a suitable transport box/crate. Airport City Transfers accepts no responsibility for costs incurred from a failure to abide by these terms.
- 1.10 The exact route of your journey is down to the driver's discretion on the day of travel, alternate routes may be requested and will be assessed by the driver on a case by case basis.
- 1.11 Please ensure you give us your arrival times and day in to the UK and not your departing information. We do not monitor flight information for outgoing flights.
- 1.12 If your flight has any serious delays please inform us as soon as possible.
- 1.13 Airport City Transfers use their own transport wherever possible but do use third party companies where appropriate, such as UBER or other trusted local private hire operators.
- 1.14 Airport City Transfers reserves the right to provide an upgraded car type from the original selected if your chosen vehicle is unavailable.
- 1.15 Reservations made for service on the following timings and dates will be subject to double fare which will

already be displayed: 00:00 24th December to 23:59 26th December, 00:00 31st December to 23:59 2nd January.

1.16 If we are unable to fulfil your booking request, we will notify you as soon as possible and you will receive a full refund to your card of the full amount you have paid. This may take 1-3 business days to appear in your account (depending on your bank). Airport City Transfers does not accept any responsibility in any way and does not compensate if you incur additional charges as a result of organising alternative transport.

## POLICIES & NOTICES

### Waiting Time

2.1 On journeys collecting from an airport, as standard, Airport City Transfers allows all passengers one (1) hour maximum from the flight landing to meet with their driver. After this, waiting time is charged regardless of reason, at fifty pence (50p) per minute. This will be payable to your driver directly. Your driver reserves the right to refuse travel to passengers who refuses to pay additional waiting time. Please refer to our refund policy.

2.2 No compensation will be offered if the the customer is ready earlier than planned and has to wait to the scheduled collection time for the driver to arrive.

2.3 Airport City Transfers will assume you wish for a 'standard' collection unless otherwise informed in writing in advance of the journey by email to [support@AirportCityTransferstransfers.co.uk](mailto:support@AirportCityTransferstransfers.co.uk).

2.4 Waiting time for all other journeys will be charged at fifty pence (50p) per minute, five minutes from the scheduled collection time or for any stop on-route. Waiting time charges will be payable to your driver directly. Your driver reserves the right to refuse travel to passengers who refuses to pay additional waiting time. Please refer to our refund policy.

### Grace Period

3.1 Whilst we do everything in our power to be on time for your booking, there may be reasons out of our control that will make a driver run late. All bookings will be subject to a 'Grace Period' if your driver is running late for their booking, allowing them additional time to arrive at the pick up location and complete your trip.

3.2 On journeys collecting from an airport, we will apply a one hour (1) grace period. If you don't wait for your driver and organise alternative transport, your booking will be marked as cancelled and no refund will be issued. If your driver hasn't arrived at the pick up location after the grace period has elapsed and you organise alternative transport, please call our office to inform us. You will be issued a refund to your card of the full amount paid. This may take 1-3 business days to appear in your account (depending on your bank).

3.3 On journeys not collecting from an airport, we will apply a fifteen minute (15) minutes grace period. If you don't wait for your driver and organise alternative transport, your booking will be marked as cancelled and no refund will be issued. If your driver hasn't arrived at the pick up location after the grace period has elapsed and you organise alternative transport, please call our office to inform us. You will be issued a refund to your card of the full amount paid. This may take 1-3 business days to appear in your account (depending on your bank).

### No Shows

4.1 Your booking will be marked as a 'No Show' if you fail to turn up for your booking. Your driver is required to wait fifteen (15) minutes after scheduled collection time. We will make reasonable efforts to contact you. After this time, they will be permitted to leave. If you make contact and ask your driver to wait longer than 15 minutes, waiting time will apply. Please note that if your driver's schedule doesn't allow for waiting past the 15 minute limit, they will be authorised to leave and your booking will be marked as 'No Show'. Please refer to our refund policy.

### Tolls/Carpark Charges

5.1 All Tolls and Carpark Charges are included in the instant online quotes.

## Amendments

6.1 Any amendment must be made via an email or by telephone to us to which you will receive an email confirming the amendment. Amendments must not be made with your driver. Please contact us with amendments as soon as possible. Amendments made with 2 hours or less from scheduled collection time may not be accommodated. Please refer to our refund policy.

## Re-Booking

7.1 All bookings must be made through the office either via the website, telephone or e-mail. In this way confirmations are sent out and the journey is insured.

## Cancellation & Refund Policy

### Cancellations

8.1 Airport City Transfers will accept any cancellation as long as 24 hours notice is provided. There will be a £7 or 10% (whichever is higher) administration / transaction charge per journey. All cancellations must be made via an email to which you will receive confirmation by us.

8.2 If you do not receive an email from Airport City Transfers confirming the cancellation, then we have not received it. In this case please call our out of hours number which is 0141 375 1888.

Refunds will not be issued in the following circumstances:

8.5 No refund is made if the passenger does not show up for bookings or if your driver cannot wait longer than 15 minutes after your booking time.

8.6 No refund is made for cancellation of a booking with less than 24 hours notice provided or afterwards.

8.7 No refund is made if you have requested to amend your booking with 2 hours or less to booking time, in which we are unable to accommodate such change or if your driver has already set off to the pick up location.

8.8 No refund is made if you don't wait for your driver and organise alternative transport before the 'Grace Time' has elapsed.

8.9 No refund is made if your luggage exceeds boot/trunk capacity of vehicle booked.

8.10 No refund is made if your driver refuses travel where passengers refuse to pay accrued waiting time charges.

8.11 No refund is made if your driver refuses travel if passengers are intoxicated through alcohol/drugs.

8.12 No refund is made if your driver refuses travel where passengers are verbally or physically abusive. We will prosecute any passenger who is abusive towards our staff.

8.13 All other circumstances where a refund may be possible should be addressed directly with Airport City Transfers' customer services.

## Complaints

9.1 Any complaints regarding service should be raised in writing with our office, preferably by reply to your confirmation email. All complaints must be submitted within 30 days of the event giving rise to the complaint.

9.2 Please note that some calls may be recorded for quality and training purposes.

## Use of the Passenger Booking App

You must be at least 18 years of age and resident in the UK to use the App.

Airport City Transfers hereby grants you a non-exclusive, non-transferable, revocable licence to use the App for your personal, non-commercial use and only on an Apple or Android device ("Device") as permitted by the applicable Platform Terms and in accordance with these App Terms ("User Licence"). All other rights in the App are reserved by Airport City Transfers.

In the event of your breach of these App Terms we will be entitled to terminate the User Licence immediately.

You acknowledge that your agreement with your mobile network provider ("Mobile Provider") will apply to your use of the App. You acknowledge that you may be charged by the Mobile Provider for data services while using certain features of the App or any such third party charges as may arise and you accept responsibility for such charges. If you are not the bill payer for the Device being used to access the App, you will be assumed to have received permission from the bill payer for using the App.

You acknowledge that where you use services provided by Apple or Google (or any other third parties) in connection with your use of the App, you will be subject to Apple's, Google's (or the applicable third party's) terms and conditions and privacy policy and you should ensure that you have read such terms.

### Intellectual Property

The Airport City Transfers name and logo, and other Airport City Transfers trademarks, service marks, graphics and logos used in connection with the App are trademarks of MDC Group Limited (collectively "MDC Group Limited Trademarks"). Other trademarks, service marks, graphics and logos used in connection with the App are the trademarks of their respective owners (collectively "Third Party Trademarks"). The Airport City Transfers Trademarks and Third Party Trademarks may not be copied, imitated or used, in whole or in part, without the prior written permission of MDC Group Limited or the applicable trademark holder. The App and the content featured in the App are protected by copyright, trademark, patent and other intellectual property and proprietary rights which are reserved to MDC Group Limited and its licensors.

### Prohibited Uses

You agree not to use the App in any way that:

is unlawful, illegal or unauthorised;

is defamatory of any other person;

is obscene or offensive;

promotes discrimination based on race, sex, religion, nationality, disability, sexual orientation or age;

infringes any copyright, database right or trade mark of any other person;

is likely to harass, upset, embarrass, alarm or annoy any other person;

is likely to disrupt our service in any way; or

advocates, promotes or assists any unlawful act such as (by way of example only) copyright infringement or computer misuse.

### Indemnification

You agree to indemnify Airport City Transfers for any breach of these App Terms. Airport City Transfers reserves the

right to control the defence and settlement of any third party claim for which you indemnify Airport City Transfers under these App Terms and you will assist us in exercising such rights.

## No Promises

Airport City Transfers provides the App on an 'as is' and 'as available' basis without any promises or representations, express or implied. In particular, Airport City Transfers does not warrant or make any representation regarding the validity, accuracy, reliability or availability of the App or its content.

To the fullest extent permitted by applicable law, Airport City Transfers hereby excludes all promises, whether express or implied, including any promises that the App is fit for purpose, of satisfactory quality, non-infringing, is free of defects, is able to operate on an uninterrupted basis, that the use of the App by you is in compliance with laws or that any information that you transmit in connection with this App will be successfully, accurately or securely transmitted.

## Exclusion of Airport City Transfers's Liability

Nothing in these App Terms shall exclude or in any way limit Airport City Transfers's liability for death or personal injury caused by its negligence or for fraud or any other liability to the extent the same may not be excluded or limited as a matter of law.

To the fullest extent permitted under applicable law, in no event shall MDC Group Limited be liable to you with respect to use of the App and/or be liable to you for any direct, indirect, special or consequential damages including, without limitation, damages for loss of goodwill, lost profits, or loss, theft or corruption of your information, the inability to use the App, Device failure or malfunction.

Airport City Transfers shall not be liable even if it has been advised of the possibility of such damages, including without limitation damages caused by error, omission, interruption, defect, failure of performance, unauthorised use, delay in operation or transmission, line failure, computer virus, worm, Trojan horse or other harm.

In the event that applicable law does not allow the exclusion of certain promises and/or the exclusion of liability for direct, indirect, consequential or other damages, in no event shall Airport City Transfers Transfer's liability arising under or in connection with these App Terms and your use of the App exceed £50.

## General

These App Terms shall be governed by the laws of Scotland and the parties submit to the exclusive jurisdiction of the courts of Scotland to resolve any dispute between them arising under or in connection with these App Terms.

If any provision (or part of a provision) of these App Terms is found by any court or administrative body of competent jurisdiction to be invalid, unenforceable or illegal, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.

## Contact Us

If you have any questions regarding our App, you can email us [admin@Airport City Transferstransfers.co.uk](mailto:admin@AirportCityTransferstransfers.co.uk).

## Airport City Transfers Driver App

### Information We Collect

The Personal Information that is collected depends on the context of your interactions with our service. You may provide certain Personal Information to us when you sign up for a Driver account, use our service and support.

This information include:

- Contact information (such as your name, phone number, email address);
- Driver and Vehicle registration information (Driver license number and expiry date, PCO license number and expiry date, PHV licence number and expiry date, Vehicle insurance number and expiry date, and Driver insurance number and expiry date);
- Account log-in credentials (such as your email address or username and password when you sign up for an account with us);
- Troubleshooting and support data you provide or we otherwise collect in connection with support queries we receive from you;
- Your bank details (account number and sort code).

Use of precise location

Precise location is used to to allocate jobs within the nearest proximity while the driver is at work and as a security measure to record the driver journey while the driver is on the way to and is with a passenger.

The service uses precise location data collected from this app and is linked to the user's identity.

Deposit Payment Terms and Conditions

1. Purpose of Deposit Payment: a. The deposit payment of 20% of the total fare is required to secure and confirm a reservation for airport taxi services provided by Airport City Transfers. The remaining balance is due to be paid to the driver by credit/debit card or in cash on the day of the journey.
2. Reservation Confirmation: a. Upon receipt of the deposit payment, Airport City Transfers will confirm the reservation for the specified date and time as agreed upon with the customer.
3. Deposit Payment Amount and Method: a. The deposit payment constitutes 20% of the total estimated fare and is payable at time of booking via credit/debit card.
4. Refund Policy: a. In the event of a cancellation by the customer, the deposit payment is refundable under the following conditions: i. Cancellation made 24 hours prior to the scheduled service will result in a full refund of the deposit payment. ii. Cancellation made after the specified time period may result in a partial or non-refundable deposit, subject to Airport City Transfers discretion. b. Airport City Transfers reserves the right to retain the deposit payment in the event of a no-show by the customer at the agreed-upon date and time without prior notice.
5. Adjustment of Fare: a. The deposit payment will be deducted from the total fare upon completion of the service. Any remaining balance shall be settled by the customer according to the agreed-upon terms and payment methods.
6. Modification of Reservation: a. Any changes or modifications to the reservation must be communicated to Airport City Transfers within a reasonable time frame and are subject to availability.
7. Limitation of Liability: a. Airport City Transfers shall not be held responsible for any delays, changes, or cancellations arising from unforeseen circumstances such as weather conditions, natural disasters, or other events beyond our control.
8. Agreement to Terms: a. By making the deposit payment, the customer acknowledges and agrees to these deposit payment terms and conditions set forth by Airport City Transfers.
9. Contact Information: a. For any inquiries or concerns regarding deposit payments and reservations, customers can contact Airport City Transfers at [office@Airport City Transferstransfers.co.uk](mailto:office@AirportCityTransferstransfers.co.uk)
10. Changes to Terms and Conditions: Airport City Transfers reserves the right to modify or update these deposit payment terms and conditions at its discretion. Customers will be informed of any changes in advance.