

## **1. Our Undertaking**

- 1.1 All cars and drivers will be fully insured and licensed by the relevant local authority.
- 1.2 All drivers will ascertain the most suitable route, and will engage in pre-planning prior to undertaking the journey, including assessments about current traffic circumstances. However, the driver or PPCH cannot be held responsible for unforeseen delays caused by traffic, accidents etc.

## **2. Cancellation Policy**

- 2.1 Notice of cancellation must be made to PPCH (and will be acknowledged) in writing. Cancellations will incur a charge when the cancellation is made within 14 days of travel. PPCH make the following cancellation charges:

- (a) > 14 days prior to travel – Full Refund
- (b) 14 - 7 days prior to travel – 50% Refund
- (c) 7 days – 24 hours prior to travel – 25% Refund
- (d) < 24 hours prior to travel – 0% Refund

## **3. Parking and Waiting**

- 3.1 A flat fee of parking and waiting at major airports of £5 plus VAT is charged on all pickups. The fee pertains to waiting time as well as parking charges. If waiting time is in excess of 60 minutes from the scheduled arrival time additional waiting time may be charged, in accordance with our hourly rates.
- 3.2 Standard waiting time charge is £25 plus VAT per hour, or part thereof.

## **4. Early/Late Start Charges**

- 4.1 A flat fee is charged for collection times which fall outside our normal hours of business. PPCH make the following early/late start charges:
  - (a) Any collection time AFTER 23:00 or BEFORE 06:00 will be charged at £20 plus VAT.
  - (b) Any collection time AFTER 01:00 or BEFORE 04:00 will be charged at £30 plus VAT.

## **5. Payment**

- 5.1 Unless otherwise agreed, payment is due on arrival at the pre-ordained destination point. Payment means include cheques (payable to PPCH), direct transfer, credit cards or cash. A flat fee of £5 plus VAT is charged for all credit card transactions.
- 5.2 VAT is chargeable at the current rate on all transfer fees, parking and waiting, and hourly waiting time charges.
- 5.3 A minimum £50 plus VAT is applicable to all transfers unless otherwise agreed.

**6. In General**

- 6.1 At no time should the customer request or expect the driver to break any laws as dictated by any relevant legislation, including exceeding the speed limit.
- 6.2 PPCH will not tolerate abusive behaviour from any of its customers. We reserve the right not to carry passengers who engage in inappropriate or unlawful behaviour and the full fee will still be expected under these circumstances.
- 6.3 The customer remains responsible for all belongings including luggage and although drivers are instructed to check the vehicle after each journey, PPCH cannot be held responsible for customer's personal effects.
- 6.4 All vehicles are maintained to Mercedes standards, however, PPCH cannot be held responsible for any delay or loss arising from a vehicle breakdown.
- 6.5 Customers should refrain from consuming any food or drinks whilst in transit. Any damage caused to the vehicle by the customer will be charged to the customer.