

1. Accepting The Terms And Conditions

1.1 In order to use the service at Navigator Transfers, you agree to the Terms and Conditions detailed below.. You may not use the services if you do not accept the Terms and Conditions. By using the services you understand and agree that Navigator Transfers will treat your use of the service as acceptance of these Terms and Conditions

2. Bookings

2.1 Passengers are responsible for providing sufficient time when making a booking to account for check in times and traffic conditions. Navigator Transfers are not responsible for delays in reaching your destination on time caused by passengers not booking in reasonable time.

2.2 Passengers are responsible for booking a suitable vehicle size to account for the number of passengers traveling. Children of any age are accounted as one passenger.

2.3 Passengers are responsible for booking a suitable vehicle to account for the luggage they are carrying.

2.4 If a pre booked taxi is more than 40 minutes late and the customer has missed their onward travel such as a flight, Navigator Transfers will ONLY reimburse the fare due on the journey booked. We will not be liable for compensating customers the cost of flights or any other expenses.

3. Prices and Payments

3.1 All prices quoted on the website are based on the details provided by the customer. Navigator Transfers have the right to amend prices if the quoted price is different to the details provided by the passenger. This includes changes to the number of passengers and luggage.

4. No Show and Waiting Time

4.1 Navigator Transfers shall check for flight delays however are not responsible for extended time spent at passport control.

4.2 If our driver is not able to contact you within one hour of the flight landing time the booking will be cancelled and no refund issued for credit/debit card payments.

4.3 If you are paying by cash and do not show up after the one hour has elapsed from the time your flight has landed, you shall be responsible for the full cost of the journey.

4.4 Our drivers will agree where best to meet you. Please be aware that some airports (Heathrow and Gatwick in particular) do not have a pick up area and therefore a "meet and greet" service is mandatory.

5. Cancellation Policy

5.1 All cancellations must be notified by calling our bookings team on 01908 477166 or via email to enquiries@navigatortransfers.co.uk

6 Use of Vehicle And Behaviour

6.1 You shall be responsible for the behaviour of all passengers traveling in the vehicle. Navigator Transfers shall not accept the use of abusive language to drivers.

6.3 Smoking is strictly prohibited in all vehicles. Food and drink should not be consumed without checking with the driver first.

6.4 A standard charge of £75.00 applies to passengers who soil the vehicle.

7. Refund Policy

7.1 If a booking is cancelled by us because we have been unable to fulfil the service, a full refund will be issued.

7.2 No refunds will be issued for bookings cancelled after a driver has been allocated.

7.3 No refund will be issued for bookings where you do not meet your vehicle within 1 hour of the flight arrival time and no contact has been made with either the driver or the Company.

7.4 No refunds will be issued for changes to the pick up or destination unless notified in advance.