

Terms and Conditions - Strada via Shad

1. Introduction

These Terms and Conditions govern the use of services provided by Strada via Shad. By booking with us, clients agree to these terms.

2. Services

We offer private tours, airport transfers, pet transfers, driver-only services, wedding transportation, and more, as detailed on our website. Customisable packages are available upon request. Specific exclusions or limitations may apply.

3. Payment Terms

- Payment methods: Bank transfer or cash.
- Deposits: A 20% deposit may be required upfront.
- Invoicing: Most clients will be invoiced after service completion.
- Cancellation fees: A 25% cancellation fee applies for cancellations made within 24 hours of the journey start time.

4. Client Responsibilities

- Provide pick-up/drop-off locations, passenger numbers, and luggage details in advance.
- For pet transfers: Clients must provide cages for birds, cats, and certain dogs. A valet charge of £100 will apply for mess caused by pets. Any vehicle damage will be charged at full repair cost.

5. Liability

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- We are not responsible for delays caused by traffic or unforeseen circumstances.
- If we are unable to complete a journey due to emergencies or vehicle breakdowns, a full refund will be issued or alternative transport arranged.
- We do not accept responsibility for the loss or damage of personal property.
- Any misuse of the vehicle resulting in damage will incur full repair costs.

6. Cancellations and Refunds

- Client cancellations: A 25% cancellation fee applies for cancellations within 24 hours of the journey start time.
- Company cancellations: Full refunds will be issued for cancellations caused by emergencies or breakdowns. No refunds will be issued for delays caused by traffic.

7. Insurance

- Public liability insurance: £5 million.
- Clients are responsible for insuring their belongings separately.

8. Data Protection

We are ICO registered and comply with GDPR. Client data will only be used for booking purposes and not shared with third parties without consent unless required by law.

9. Governing Law

These terms are governed by the laws of England and Wales, and disputes will fall under UK

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jurisdiction.

10. Dispute Resolution

- In the event of a dispute, mediation will be the first step.
- Unresolved issues may be taken to small claims court.

11. Special Conditions

- Tours: Additional costs for parking, tolls, and accommodations will be charged separately.
- Pet Transfers: Specific conditions regarding pet cages, mess, and damage apply.
- Driver-Only Service: Clients must ensure their vehicle is insured, roadworthy, and clean for use.