



**Web:** <https://AirportTransfersAndMore.co.uk> • **Email:** [info@airporttransfersandmore.co.uk](mailto:info@airporttransfersandmore.co.uk)  
**International Dial:** +44 7300 381388

## Terms and Conditions

These Terms and Conditions (“Terms”) govern your use of the Airport Transfers and More website and the provision of chauffeur-driven car and minibus services (“Services”). By booking with us, you accept and agree to comply with these Terms.

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### 1. Definitions

- Company: Airport Transfers and More
  - Customer: You, the person or entity making a booking.
  - Services: Transportation between airports, ports, seaports and other UK locations in vehicles provided by the Company.
  - Booking: A confirmed reservation created via our website, or by email or phone.
  - Vehicle: The car or multi seat vehicle to carry the Customer under these Terms.
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### 2. Booking and Confirmation

1. To secure a Booking, you must complete our online form (or call/email us) with accurate pick-up/drop-off details, passenger numbers and payment.
  2. If paying advance, we will send a Booking confirmation by email once we have received payment or a deposit. Your Booking is only confirmed when you receive this. If booking instantly by phone, we will text you to confirm the Booking. All phone calls are recorded.
  3. All quotes are valid for 30 days from issue and may be withdrawn or amended if not confirmed within that period.
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### 3. Fares, Fees and Payment

- Fares are calculated based on distance, vehicle type, waiting time, parking, congestion/Clean Air Zone/ULEZ charges and any port or airport levies. Airport prices include basic Airport Charges for dwell/wait time and vary per airport.
- A variable deposit is required for Wedding and Festival transfers. The outstanding balance is due at least 72 hours before the scheduled pick-up.
- We accept payment by major credit/debit cards, bank transfer or PayPal, Apple Pay and Google Pay. Bookings not paid in full by the due date may be cancelled by the Company.

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#### **4. Cancellations and Amendments**

- Customer cancellations must be submitted in writing (email or web form) or by telephone call, or SMS text message, but are not accepted via WhatsApp messages or calls. All calls are recorded.
  - Cancellation charges:
    - Amendments requested more than 72 hours prior are free of charge; thereafter, we reserve the right to charge for changes.
    - Refunds cancelled between 72 and 24 hours are 50% or more at our discretion. Anything cancelled after 24 hours is non-refundable.
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#### **5. Pick-Up and Drop-Off**

- Please ensure you're ready 10 minutes before the scheduled pick-up time.
  - If you fail to board the Vehicle within 15 minutes of the scheduled time, the Driver may leave, and cancellation charges will apply.
  - Additional stops or changes in route require Company approval and may incur extra charges.
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#### **6. Vehicles and Drivers**

- We will provide a suitable Vehicle matching your confirmed Booking.
  - All drivers are licensed, insured for hire and reward, and undergo background and training checks.
  - Smoking, vaping, illicit drug use, firearms and animals (except assistance dogs) are prohibited in our Vehicles.
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#### **7. Liability and Insurance**

- We carry public liability and passenger insurance covering injuries caused by proven negligence.
  - Our maximum liability for loss or damage (other than personal injury) is limited to the fare paid for the affected Booking.
  - We are not liable for indirect, consequential or economic losses, including missed flights or connections.
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#### **8. Customer Responsibilities**

- Provide complete and accurate Booking details, including contact numbers for the day of travel.
- Comply with all relevant regulations (e.g., child seat laws).

- Pay for any parking fines, congestion/Clean Air Zone/ULEZ charges or damage to the Vehicle caused by passengers.
  - If you are liable to be ill whilst using the vehicle you must inform the driver otherwise a charge of £100 will be applicable, as permitted by Dorset Council.
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## **9. Delays and Force Majeure**

- The Company will use reasonable endeavours to meet schedules but cannot guarantee against traffic, weather, strikes or other events beyond our control.
  - In such cases, we are not liable for any resulting delays, costs or losses.
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## **10. Complaints**

- Please email [info@airporttransfersandmore.co.uk](mailto:info@airporttransfersandmore.co.uk) within 7 days of travel.
  - We aim to acknowledge all complaints within 48 hours and resolve them within 14 days.
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## **11. Data Protection**

- We process your personal data in accordance with our Privacy Policy, available on our website.
  - By booking, you consent to our use of your information for service delivery and marketing (you may opt out at any time).
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## **12. Intellectual Property**

All website content, branding and materials are the Company's intellectual property. You may not reproduce or use them without our written permission.

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## **13. Governing Law and Jurisdiction**

These Terms are governed by English law. Any dispute will be subject to the non-exclusive jurisdiction of the English courts.

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## **14. Contact Us**

We don't publish our address online. Please contact us by email.

Email: [info@airporttransfersandmore.co.uk](mailto:info@airporttransfersandmore.co.uk)

Phone: +44 (0)7300 381388

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**Date Issued: 18/09/2025:** Valid until further notice.