

Alfaris London LTD Terms & Conditions We “ALFARIS LONDON LTD” reserve the right to alter or change the terms & conditions of our services stated here at any time. By placing a Booking with us you agree to be bound by these Terms; all Passengers are bound by these Terms whether or not they are the party making the Booking. Alfaris London Ltd understand TFL’s regulation that we are fully responsible for the service to the passenger and we are ready to comply. References in these Terms to “us” or “we” or “our” or “us” refers to Alfaris London LTD Services, and references to “you” or “your” or “the Customer, passenger” refers to the party making a Booking with us or any person acting on their behalf.

1. Purchase of Services By placing an order through our website, phone, WhatsApp or via email, you agree that you are legally capable of entering into binding contracts and you are at least 18 years old or over.
2. Reservations To obtain a quote or make a booking through our booking methods (as explained in clause 1), you are required to provide us with full contact details, full name, contact number, flight number, date, time, addresses and email address. Failure to do so, Alfaris London LTD will not be able to assist you any further.
3. Online Bookings Alfaris London LTD request a minimum of 24 hrs notice for any online bookings if you would like to book a car with less than 24 hrs notice – Please call our reservation number on +44 208 123 9699 during opening times at least 2-4 hours before dispatching the driver.
4. Privacy Policy How your personal information is used: We will treat all your personal information as confidential and never disclose it to any third parties and will only use it in accordance with our Privacy Policy here: When you book on this Website, we will ask you to input personal details in order for us to identify you and secure your bookings, such as your name, surname, address, e-mail address, telephone number, etc.
5. Single and Return Journeys All return journeys on the same day are subject to waiting time charges if the return journey is within 3 hours or out of London. If the return journey is scheduled within more than 3 hours no waiting time charges apply, however, the return journey may be completed by a different driver.
6. Waiting Time All quotes for journeys collecting from a flight into a UK airport include 45 minutes of complimentary waiting time. All other journeys include 15 minutes of complimentary waiting time. After the complimentary waiting time for all journeys, a charge calculated in 15 min increments will be applied to the provided debit or credit card when the booking is been made. Or ‘We reserve the right to charge to any credit or debit card provided at the time of booking’
7. Payments
  - 7.1 All charges specified herein, and in the current tariff published by the us, are payable cash to the driver, please inform us previously once booking, that you wish to pay your journey by card, as not all our cars are provided with a payment card terminal, you can also pay in advance by a link send to you by email, SMS or WhatsApp, additional charges may be paid also when for example extra waiting time, parking charges, or changing your previously agreed destination.
  - 7.2 We accept all major debit and credit cards, 3% extra charge. However, card charges are non-refundable for booking cancellations.
  - 7.3 Your booking may be subject to additional waiting time and car park charges.

7.4 The charge on your credit/debit card statement will be shown as Alfaris London LTD.

7.5 Stop charge: £20 charge applies to any stops on the way to drop off or pick up location to pick up another passenger or an item. 15 minutes grace period is allowed at stops.

## 8. Cancellation and Refund Policy

8.1 For all bookings, cancellations or amendments must be made and acknowledged by Alfaris London LTD during office hours. Otherwise, Alfaris London LTD reserves the right to charge the client for the full amount agreed. This also applies to bookings that are made within 12 hours of the pickup time.

8.2 If the cancellation is made and acknowledged by us, during office hours, Alfaris London LTD will refund any charge to the debit or credit card provided.

8.3 No-Show Policy<sup>[SEP]</sup> If the customer fails to show at the designated location and time for which a reservation has been made and a confirmed by us, all monies paid will be non-refundable, and you will be liable for the whole payment in full if a booking is made without a credit card, an invoice will be issued and sent to you directly.

## 9. Chauffeurs & Cars

9.1 Please be aware that the legal status of our entire private hire driver fleet is self-employed and they are not employees of Alfaris London LTD. Customers should always book their journeys via our Website, WhatsApp or our Telephone number +44 208 123 9699 otherwise; the journeys will not be insured.<sup>[SEP]</sup> Our chauffeurs will drive at reasonable speeds according to their judgment of the prevalent road conditions and traffic at any particular time. When a hirer desires to travel to a particular place, the driver will, unless specifically otherwise instructed, travel by the route which is, in the chauffeur's opinion, the best and most convenient for motoring, whether the route is the shortest or not, and no allowance will be made to the hirer on the ground that the route adopted is not actually the shortest. Or – 'unless a specific route is requested at the time of hiring'<sup>[SEP]</sup> A reasonable amount of ordinary passenger luggage is allowed, but luggage which, in the opinion of the chauffeur amounts to an excessive weight will not be carried. Or 'We reserve the right to refuse to carry luggage, which in the opinion of the chauffeur, is excessively bulky or heavy.

9.2 Fitness to Travel<sup>[SEP]</sup> Any passenger who is thought to be under the influence of alcohol or drugs and whose behaviour poses a threat to the driver, the vehicle or other passengers will be refused travel.

9.3 Child Seats<sup>[SEP]</sup> Requests for child seats must be made at the time of booking. Only one child seat will be provided free of charge. Additional child seats are charged £20.<sup>[SEP]</sup> If you wish to use your own child seat you will be responsible for installing it safely and removing it at your destination. Care must also be taken to not damage the vehicle interior with your child's seat. Otherwise, you will be charged to compensate for this.

9.4 Conveyance of Animals<sup>[SEP]</sup> On a private hire, no animals (other than guide dogs and hearing dogs) may be carried on any vehicle without prior written agreement by us. Please note that additional costs will incur if traveling with animals. Cost to be confirmed with the company before placing a booking.

10. Responsibilities and lost items:<sup>[1]</sup><sup>[2]</sup><sup>[3]</sup>LONDON UK CARS accepts no responsibility for any loss or damage to any luggage or property carried in or on the car unless the loss or damage is a result of negligence by the driver. In the event of the property being left in a vehicle, we will gladly organize the return of such items, if the client covers the postage cost. Or – ‘subject to the client paying the reasonable costs of returning the items, like delivering the lost item by our car.

11. Missed Flights:<sup>[1]</sup><sup>[2]</sup><sup>[3]</sup>We are not responsible to pay for any missed flights. Please refer to clause 13 below.

12. Damage to Vehicles:<sup>[1]</sup><sup>[2]</sup><sup>[3]</sup>In the event that the interior or exterior of the vehicle is soiled or damaged by the customer, a valeting, repair charge or any loss of earnings for that chauffeur or vehicle will apply to the credit or debit card provided at the time of booking. Refusing to pay for the damage caused, legal action will be taken.

### 13. General Exceptions

13.1 We will not be liable or responsible for any failure to perform or delay in performance of, any of our obligations under a Contract that is caused by an Event beyond our control. An event beyond Our Control is defined as any act or event beyond our reasonable control, including war, invasion, hostilities (whether war declared or not) civil war, revolution, rebellion, Storm, flood, snow, earthquake, subsidence, epidemic, or other natural disasters, or failure of public or private telecommunications networks. Without limitation traffic delays, tire punctures, road traffic accidents, road closures due to accidents and vehicle breakdowns, strikes, and lockouts.<sup>[1]</sup><sup>[2]</sup><sup>[3]</sup>Please note: In the event of vehicle(s) break down, punctures, or accidents – we will do our best to finish the journey with another chauffeur, but unfortunately, we cannot guarantee on-time arrival.

13.2 If an Event beyond our control takes place that affects the performance of our obligations under a contract:

13.2.1 we will contact you as soon as possible to notify you.

13.2.2 our obligations under a Contract will be suspended and the time for performance of our obligations will be extended for the duration of the event beyond our control.

14. Insurance:<sup>[1]</sup><sup>[2]</sup><sup>[3]</sup>We are insured for passenger travel. This insurance is for public liability and does not constitute as travel insurance.

15. Disorderly Behaviour:<sup>[1]</sup><sup>[2]</sup><sup>[3]</sup>We reserve the right to refuse travel to anyone deemed to be a nuisance or danger to our passengers or drivers. We may seek the help of the police to remove any offenders from our vehicles and will not pay compensation or refund in such circumstances.

16. Complaints:<sup>[1]</sup><sup>[2]</sup><sup>[3]</sup>If for some reason you are unhappy with the service, you should send your complaint to

alfarislondon@gmail.com and we will respond ASAP.