

# TERMS AND CONDITIONS

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All Customers are responsible for checking that the any journey details forwarded to Diamond Executive Travel are correct.

All Customers will manually receive a 'Journey Details' email or text message when the journey has been assigned to a driver which will contain the pick-up instructions and the driver's telephone number.

Diamond Executive travel does not accept any responsibility in any way for missed flights for whatever reason i.e., traffic delays, accidents, breakdowns, severe weather conditions or any unforeseen circumstances.

Diamond Executive Travel advise all passengers to add one extra hour to all journey times to allow for any unpredicted delays en route to any U.K airport. We also advise customers to plan to arrive at their selected airport three hours prior to any flight departure time.

Diamond Executive Travel will not take responsibility for any passengers missing their flight if three hours check in time was not allowed. You are free of course to arrange to get to the airport for a time of less than three hours prior to flight departure, however Diamond Executive Travel accepts no responsibility for any missed flight due to this.

Diamond Executive Travel advise all passengers to have adequate travel insurance prior to booking to cover for any unforeseen circumstances.

No responsibilities for costs are to be refunded by Diamond Executive Travel to any passengers who do not wait for their driver and take alternative transport.

If your flight has any serious delays, then please inform Diamond Executive Travel or your driver as soon as possible. Although Diamond Executive Travel monitor all incoming flights, it is still the customers responsibility to keep us informed, should any flights be delayed or diverted.

Diamond Executive Travel use their own transport wherever possible but do also use third party companies where appropriate. We reserve the right to provide a similar style vehicle type from the original selected if your chosen vehicle is unavailable.

## **Pricing Policy**

Prices are calculated manually with the distance, time of travel, date of travel and number of passengers travelling being taken into consideration on any quotation.

All Prices advertised or quoted are based on a maximum of four passengers travelling and are all based on one pick up point in Newcastle-Under-Lyme and one drop off point at the customers chosen destination. Additional Drop off points will be chargeable for all journeys (up to a maximum of seven passengers), then please contact us for a quotation. Any prices advertised or quoted are not applicable on

Bank Holidays, Christmas eve, Christmas day, Boxing Day or New Year's Eve, as separate rates apply for these days.

### **Waiting Time**

Diamond Executive Travel do not charge for the 1st hour's waiting time after a flight has landed. Waiting time charges start once the 1st hour has elapsed from when the aircraft has landed and will be charged, regardless of reason, at £20/hr pro Rata'. Waiting time for all other journeys will be added at £20/hr pro rata from the scheduled pick-up time.

### **Meet and Greet Service**

Diamond Executive Travel do not charge a set fee for this service. As an alternative, when we are asked to provide a Meet and Greet service, customers are informed that the cost of any car parking charges will be added to the original quotation given.

### **Tolls**

Bridge Tolls are always included in the cost of any journey.

**Express Toll Roads** can be used at the customers request, and will incur an additional charge, and quoted as appropriate at that point in time of the request.

### **Blue Badge Holders**

If Customers are eligible for a blue badge, Diamond Executive Travel encourage those customers to bring their blue badge with them on their journey. This may enable the driver to park closer to the entrance doors of an airport terminal, making it easier for the customer to continue onwards with their journey.

### **Amendments**

Any amendment must be made via an email or text message to Diamond Executive Travel to which you will receive an email or text confirming the amendment. Amendments must not be made with your driver.

### **Booking Policy**

All bookings must be made through Diamond Executive Travel via their website, telephone, email or text service and not directly with your driver. In this way confirmations are sent out and the journey is insured. It is against the law for private hire drivers to accept journeys directly.

### **Payments / Late Payments**

Diamond Executive Travel may occasionally (by prior arrangement) agree for payment on selected journeys to be made once a journey or journeys have been completed. In the event of this option being granted, all or any outstanding payments must be received within seven days of any said journey or journeys being made. Failure to pay any outstanding balances within the seven-day period will incur a late payment fee of 20% or £20.00 (whichever is the higher).

## **Cancellation Policy**

Diamond Executive Travel will accept any cancellation made if there is at least 24 hours' notice before the journey pick-up time. In the event of any cancellation within this time period, then there will be a £10.00 or 10% (whichever is higher) administration / transaction charge. For any cancellations made within 24 hours of any booking, then the full amount (100%) for that journey will be payable by the customer in full upon cancellation. All cancellations must be made via email to Diamond Executive Travel. Once your cancellation has been received, a confirmation email of your cancellation will be forwarded from Diamond Executive Travel to yourselves confirming your cancellation. If you do not receive an email from Diamond Executive Travel confirming the cancellation, then it must be taken that we have not received your cancellation request.

In this case, please call us on 07421833117.

## **Refunds**

Refunds will not be issued in the following circumstances:

No refund is made if the passenger does not show up for pre-paid journeys.  
No refund is made for cancellation of a booking on the day (within 24 hours of travel).

All other circumstances where a refund may be possible should be addressed directly with Diamond Executive Travel.

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