



Terms & Conditions

Hire and Reward Policies and Terms and Conditions

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Meet and Greet Services Include

- Collection from your specified address
- Escort to awaiting vehicle
- Drivers will help carry your luggage to the waiting vehicle
- Unloading your luggage to a trolley (when available at the airport)
- Being taken to the drop off area at the Departures Building at the airport
- Checking flight number for early/late landings
- Collection from the specified airport. We meet all passengers at the designated meeting point that is stated on the confirmation document.
- Any car parking / congestion / toll fees
- Being taken safely, and as swiftly as possible to your destination
- Set Fares

What's not included

- More than one destination, unless notified at the time of booking
- Stopping for refreshments, shopping etc.
- Deviations from the drivers chosen route
- Ownership of vehicle or contents therein
- Gratuities to the driver, only if deserved
- Waiting time if you are not ready at the agreed pick up time

Delays

- If you are delayed coming through arrivals for any reason (due to lost or damaged baggage etc.) please advise the office so we can notify the driver. However, in the event of a delay that is over two hours from landing time to meeting the driver we do charge additional parking and waiting time.
- We do monitor inbound flight arrivals and are able to cope with most operational delays, however in the event of a delay that is over two hours we would be grateful if you are able to contact us with any information you have been given if at all possible. If you change your flight number or should you re-book your inbound flight, it is your responsibility to advise us of the changes as we will not be able to track what has happened to you otherwise. We will do our best to accommodate any such change. In the event that your flight is delayed or cancelled, we do not charge for scheduled landing unless it falls under one of the following points below:
 - A) If a flight is cancelled less than 2 hours before the scheduled landing time and the driver has already set off or is there waiting, then there will be a full fare cancellation charge. Alternatively waiting time will be added if requested to wait until the next available flight.
 - B) If a flight is diverted less than 2 hours prior to the scheduled landing time, waiting time will be charged according

Disability Policy

- At present we do not have any special disability cars or equipment, although we are always happy to try to help clients with disabilities
- If you have a wheelchair please tell us at the time of booking and we will make sure we have room in the car for it, as well as a normal amount of luggage
- All our drivers are friendly and willing to help, you only have to ask!

Payment by Credit or Debit Card

- We now accept the following Credit or Debit Cards – MASTERCARD.....VISA..... SWITCH..... MAESTRO
- We do not acceptSOLO.....ELECTRON.....AMERICAN EXPRESS or DINERS CLUB
- All payments are made in £UK sterling
- Note- you cannot pay our driver by credit or debit card in the car, they must be processed in advance prior to travel – this can either be done by the office sending you a payment link or by calling us with your details.

Account Customers

- When booking on behalf of a colleague please ensure the person(s) travelling are made aware of the ERC terms and conditions, specifically the collection times and pick-up or collection points
- Customers whose journeys are charged to a company account will be invoiced accordingly
- Payment terms are 15 days after the invoice date.
- Late payments will be liable to interest charges of 5% on any outstanding balance
- Any debt recovery costs will also become liable to the account customer

Terms of Booking

- Please check your booking carefully, ERC will not be held responsible for any missed flights or late arrivals at your destination. We can only advise on driving times, however these cannot be guaranteed
- Pick up times are estimated from the check in or arrival times stated by the customer and agreed verbally at the time of booking, ERC will confirm the pick up times in the confirmation. ERC cannot be held responsible for any incorrect information given at the time of booking by the customer.
- If you wish to re-confirm your booking please do so during normal office hours which are 0900 – 1730, Monday to Friday.
- Alterations and Cancellations – If you need to make any changes to your booking please do so as soon as possible within normal office hours, unless it is an emergency. Leaving it to the last minute may result in disappointment if we are unable to help with your request. Our drivers are not allowed to take bookings or alterations in the car, so to avoid embarrassment please phone all details through to the office.
- Cancellation charges: Within 24 hours of agreed collection time 100% of the quoted fare
- Prices quoted are normally for a saloon car, if you require an estate car, MPV, Minibus or Executive car please ask at the time of booking.
- Prices quoted are for the specified journey, any additional pick up or drop offs other than specified will occur an additional charge.
- Our prices are guaranteed on booking.
- Please check that your arrival date is correct. It is common for the same flight number to arrive every day and therefore we will be unable to check which day you are arriving. We will only come to the airport on the day you requested, if you have booked us for the wrong day, you will need to book again and there may be an additional charge.
- Please ensure you are ready for collection at the agreed time. If you are not, we reserve the right to charge for waiting time.
- Our drivers may take different routes to you; this is why there is a set fare.
- Drivers will put out two customer calls after one hour of the flight arrival. If the customer does not turn up within a further half an hour ERC reserve the right to charge waiting time and additional parking. After this time has elapsed ERC will leave and the customer will be charged the full amount for the abortive transfer. NOTE all our drivers carry mobile phones and can be reached directly, so if any major delay is expected please contact the office as soon as possible.
- All fares/balances to be paid in £'s sterling to the driver unless paid by Credit Card or Debit Card in advance.
- Payment by Credit or Debit Card must be made before travelling.
- In some instances, it will be necessary for ERC to use contract drivers

Conditions of Travel

- With prior notice Backless Booster seats for small children are available at no extra charge
- With prior notice baby seats can be provided but there is an additional charge
- You may prefer to use your own child seat which we can store between journeys for you at no extra charge
- Saloon cars take a maximum of four passengers
- Estate cars will take a maximum of four passengers

- Minibuses can take a maximum of 8 passengers
- All vehicles are non smoking by either drivers or passengers
- Food and drink cannot be consumed in any vehicles
- Drivers are instructed NOT to allow transportation to anyone if they are drunk, abusive or unfit to travel
- All passengers are met at the designated meeting point that is stated on the confirmation document.
- Customers are responsible for journey times and are expected to book pick ups with time to spare. Although we will be happy to advise on times and every attempt will be made to arrive at the airport on time ERC will not be held responsible for this. We cannot guarantee driving times between pick up points and drop-off points
- If your driver has not turned up within five minutes of the agreed time, and the driver has not contacted you to explain his delay, then please call the appropriate phone number immediately.
- No responsibility is held for customer's property and belongings
- Any items in the vehicle that are not your property must be handed to the driver immediately. Failure to do so constitutes theft and action will be taken accordingly. If you happen to leave any of your own items in the vehicle you may be charged for the returning of these items.

Trust Policy

- We DO NOT double book and we work on a trust basis
- We WON'T let you down and we don't expect you to let us down either
- We book all journeys according to good practice
- Please supply all the correct details
- If applicable please pay your driver when you travel, you can pay for both journeys if you wish.
- Please do not leave the airport without making contact with us – our driver will be there (if you can't find him, we will contact him and he will find you)

Complaints

- ERC always endeavour to carry out the journeys in a professional manner as arranged, however, any complaints which you may have regarding our service should be made to the office.
- ERC are committed to providing an excellent service and we welcome any comments in an effort to maintain the high standards of our company and its services

Disclosure Policy

- ERC will only use the personal or company data received for the purpose of the booking made. Information will not be given to a third party unless prior permission has been given from the individual or company.

Terms and Conditions are legally binding within the UK and EC

Remember: Whilst travelling within the UK you are also subject to UK & EC laws.

Although every effort is made to keep these details up to date this is not always possible and ERC reserve the right to withdraw or amend them without notice