



Gunwharf Executive Travel
Terms & Conditions
Updated Version - August 2026

By confirming a booking, the client agrees to the following Terms & Conditions.

1. Scope of Services & Charging Structure

All bookings are charged on a garage-to-garage basis unless explicitly agreed otherwise in writing.

Airport and cruise transfers are typically offered on a fixed-fare basis as agreed at the time of booking. However, these remain subject to these Terms & Conditions and may be adjusted where journey details differ from those originally agreed.

2. Payment Terms

All charges are payable in advance unless otherwise agreed in writing. A 25% deposit is required to secure a booking. Unless otherwise agreed in writing, the remaining balance must be paid no later than 7 days prior to travel.

Full payment must be received before travel commences. Gunwharf Executive Travel reserves the right to suspend, cancel or withhold services where payment remains outstanding.

Operational communications, including driver details, collection instructions, vehicle information, journey updates and travel arrangements, do not constitute confirmation that payment has been received.

3. Booking Confirmation & Vehicle Reservation

A booking shall not be deemed confirmed until the required deposit has been received and written confirmation has been issued by Gunwharf Executive Travel. Until such confirmation is issued, vehicle availability cannot be guaranteed and vehicles may be released for alternative bookings without notice.

4. Vehicle & Chauffeur Allocation

Whilst every effort will be made to provide the same vehicle and chauffeur, Gunwharf Executive Travel reserves the right to substitute vehicles or chauffeurs as required to fulfil the booking.

5. Driver Control

Only chauffeurs authorised by Gunwharf Executive Travel are permitted to drive company vehicles.

6. Insurance & Liability

Gunwharf Executive Travel maintains appropriate passenger, third-party and public liability insurance.

7. Delays

Gunwharf Executive Travel shall not be liable for delays arising from circumstances beyond its reasonable control.

8. Parking & Additional Charges

Unless otherwise stated, quotations include the standard parking fees, tolls, congestion charges and airport or port drop-off charges reasonably anticipated for the agreed journey.

Any additional parking, tolls, congestion charges or other costs arising from a change to the agreed itinerary, additional stops, extended waiting time or circumstances outside the original booking may be charged separately.

9. Driving Standards

Chauffeurs will drive at reasonable and safe speeds in accordance with road conditions, traffic and legal requirements at all times.

10. Route Selection

The chauffeur will take the most appropriate and efficient route based on road conditions and traffic at the time.

11. Luggage & Vehicle Capacity

Clients are responsible for providing complete and accurate passenger and luggage information when requesting a quotation or making a booking. Vehicle selection and pricing are based upon the information supplied.

Clients must ensure that the vehicle booked has sufficient capacity for **all passengers and all luggage**. Luggage includes checked suitcases, wheeled cabin cases, carry-on bags, holdalls, backpacks and rucksacks.

Published vehicle luggage capacities represent the maximum intended load and must not be exceeded. Very large or oversized suitcases may reduce the practical luggage capacity of a vehicle even where the number of items appears to fall within the stated maximum.

The maximum luggage capacity of an **Executive Class Estate** is **four large suitcases plus four small hand-luggage items in total**, subject to the size of the individual items. All luggage must be capable of being safely accommodated within the vehicle's designated luggage compartment.


GUNWHARF
EXECUTIVE TRAVEL

**MAXIMUM EXECUTIVE ESTATE
LUGGAGE CAPACITY**





4 large suitcases + 4 small hand-luggage items in total
(as shown above)



Backpacks and rucksacks count as hand luggage



All luggage must fit in the designated luggage compartment.



Anything more requires a **Business Class MPV**
or two vehicles

 **+44 800 654 6787**

Where the stated passenger or luggage requirements exceed the capacity of the selected vehicle, a larger vehicle or additional vehicle must be booked. For an Executive Class Estate, anything above the illustrated maximum requires either a **Business Class MPV or two separate vehicles**.

Clients must notify Gunwharf Executive Travel before travel of any increase or material change in passenger numbers, luggage quantity or luggage size.

Where passenger or luggage information supplied is inaccurate, incomplete or changes after booking, Gunwharf Executive Travel cannot guarantee that the allocated vehicle will be suitable. Where the vehicle cannot safely or legally accommodate the passengers or luggage, Gunwharf Executive Travel reserves the right to provide a larger vehicle where available subject to additional charges, refuse travel or treat the booking as a client cancellation where no suitable alternative vehicle is available. The chauffeur's decision regarding safe vehicle loading shall be final.

12. Lost Property

The discovery of lost property may not be immediate. Clients are encouraged to check that all personal belongings have been removed from the vehicle before leaving it.

Any personal property left in a vehicle after completion of a journey will be held for a reasonable period where practical. Gunwharf Executive Travel accepts no responsibility for the safekeeping, loss, theft or damage of any personal property left in a vehicle.

Where items are not claimed promptly, or where operational requirements prevent their retention or return, Gunwharf Executive Travel reserves the right to deliver such items to a local police station or other appropriate authority.

Any costs associated with the recovery, collection, storage or return of lost property shall be the responsibility of the client. Gunwharf Executive Travel and its chauffeurs shall not be liable for arranging, undertaking or funding the return of lost property.

All luggage and personal property are carried entirely at the client's risk.

13. Cancellations

Within 24 hours of hire: 100% charge. Within 48 hours of hire: 50% charge. More than 48 hours prior to hire: £25 administration fee.

14. Overnight Charges

Overnight chauffeur expenses, where required, will be charged at £100 per night.

15. Payment Methods

Chauffeurs are not authorised to accept cash, card or any other payment on the day of travel unless expressly authorised in writing by Gunwharf Executive Travel.

16. Privacy

We do not store credit card details nor share customer information with third parties.

17. Account Facilities

Account facilities may be available to approved clients at the discretion of Gunwharf Executive Travel.

18. Additional Time & Mileage

Any time or mileage exceeding that agreed at the time of booking will be charged at the prevailing hourly or mileage rate, whichever is greater.

19. Wait & Return / Ongoing Hire

For bookings involving waiting and return journeys, the vehicle and chauffeur remain on hire throughout.

20. Pricing & Charges

All quotations are valid for 48 hours unless otherwise stated in writing. Vehicle availability is subject to confirmation and cannot be guaranteed until the required deposit has been received. Vehicles may be released for alternative bookings where a quotation expires or the required deposit has not been received.

For bookings made more than 90 days in advance of travel, Gunwharf Executive Travel reserves the right to review the agreed price where there has been a significant increase in fuel costs, tolls, congestion charges, government-imposed transport charges or other operating costs beyond its reasonable control. Any adjustment will be reasonable, proportionate and communicated prior to travel.

All prices are subject to alteration without notice prior to booking confirmation.

21. Vehicle Condition & Cleaning

Passengers will be charged in full for any cleaning, repair or loss of earnings resulting from damage to the vehicle, excessive soiling or the presence of bodily fluids.