



## Terms & Conditions

### Cancellation Policy

- Any job cancelled within 24 hours of the time of hire will forfeit 100% of the cost.
- Any job cancelled within 48 hours of the time of hire will forfeit 50% of the cost.
- A £25 administration charge applies for cancellations made more than 48 hours prior to the time of hire.

### Cancellation by Gunwharf Executive Travel

- If we are unable to provide the agreed service due to circumstances beyond our control, any monies already paid will be refunded.
- No compensation will be payable for events outside our control including severe weather, road closures, police orders, strikes, riots, terrorism, or other force majeure events.

### Quotes & Pricing

- Quotes are based on standard working days. Bank or Public Holiday journeys may incur additional charges.
- Quotes are valid for 5 days from the date issued.
- Journeys outside our core operating hours (0500–2230) may incur a £30 surcharge.
- Charges are calculated based on route, passenger numbers, waiting time, mileage, and agreed journey details.

### Additional Charges May Apply If:

- Collection or destination addresses change.
- Additional pick-up or drop-off points are added.
- The agreed route changes.
- There are additional passengers.
- Waiting time or mileage exceeds the agreed booking.
- Parking fees, tolls, congestion charges or access fees apply.
- Damage occurs to the vehicle caused by passengers.

### Payment

- Airport and cruise transfer bookings require a 25% deposit at the time of booking.

- The remaining balance must be paid in full 7–14 days before the journey date.
- International transfers may be paid securely via Stripe using credit or debit card.
- UK transfers may be paid via BACS bank transfer using the invoice provided.

## Waiting Time

For airport arrivals, up to 60 minutes waiting time from the confirmed landing time is included unless otherwise stated. Additional waiting time may be charged at the applicable hourly rate.

## Insurance

- Gunwharf Executive Travel holds passenger liability, third-party and public liability insurance.
- All personal property is carried entirely at the owner's risk.
- Passengers are not permitted to drive company vehicles.

## Lost Property

While every effort will be made to return lost property left in our vehicles, Gunwharf Executive Travel accepts no responsibility for items left behind by passengers.

## Vehicles, Drivers & Routes

- Vehicle models may vary and subcontracted vehicles may occasionally be used.
- All vehicles operate a strict no smoking and no vaping policy.
- We reserve the right to refuse service to passengers whose behaviour poses a risk to staff, drivers, vehicles or other passengers.
- Drivers will follow the most appropriate route unless instructed otherwise by the customer.
- Drivers will comply with all legal speed limits and road regulations.

## Airport Transfers

- Customers should contact Gunwharf Executive Travel shortly after landing.
- Drivers may depart if no contact is made within one hour of landing time.
- Customers must ensure luggage does not exceed vehicle capacity.

## Data Protection

Customer information is used solely for the purpose of providing and managing bookings. Gunwharf Executive Travel does not share personal data with third parties except where necessary to fulfil a booking or where required by law.

## Complaints

Complaints should be submitted in writing to [mark@gunwharf-executive-travel.co.uk](mailto:mark@gunwharf-executive-travel.co.uk). A response will be provided within 5 working days.

