



## **Terms & Conditions**

All prices are based on a maximum of 3 hour cover period. In the event of the service extending beyond the standard 3 hours an additional supplement will be charged at £30.00per hour or part thereof which will be collected after the service.

Cancellations within 48hours of your scheduled flight arrival or departure time will be charged at 100%.

Late bookings made within 48hours of your scheduled flight arrival or departure time will be subject to a £30.00 supplement.

Services booked for Christmas Day, Boxing Day, New Years Day, Good Friday and Easter Sunday will be subject to a £50.00 supplement.

Prices may be subject to change, and we will update you on any price increase.

Airside access and Fastrack operating hours are subject to each airport operational restrictions.

It is sometimes necessary for an airport to amend the arrival gate of an aircraft at short notice. If this is the case, we will endeavour to react to any such changes, however in the event of your flight arriving and you cannot locate your greeter please telephone the number detailed on your email confirmation.

It is the passenger(s) (or person booking the service) responsibility to ensure that the information supplied at the time of booking is correct. We will not be responsible for incorrect information supplied at the time of booking in relation to dates, flight numbers, airlines or arrival/departure times.

Clients should supply us with a contact number for the passenger travelling, their driver (where applicable), or another representative travelling, at the time of booking. Where this is not possible a contact number should be provided no less than 6 hours prior to ETD or ETA in order to meet service requirements.

Airport Representatives will not take responsibility for services which cannot be fulfilled due to the client party not being able to be contacted by our representatives.

If after booking your service, any of the details change, it is the responsibility of the passenger(s) and/or person who booked the service to notify us of any such changes by emailing:

[enquiries@airport-reps.co.uk](mailto:enquiries@airport-reps.co.uk)

Airport Representatives are not responsible for passenger(s) arriving late to the airport which results in denied check-in or boarding of the aircraft.

Delays – (Departing the UK) In the event of your departure being delayed on the day and it takes the service beyond 3 hours then we will give you the option at the time for us to provide additional coverage charged at £30.00per hour. (Arriving into the UK) In the event of your flight being delayed by more than 3 hours then it is the responsibility of the passenger(s) and or booking agent to contact us on the number noted on the confirmation supplied at the time of booking to confirm if coverage is required (charged at £30.00 per hour or part thereof) from the arrival time of the flight – if no contact is made we will not provide a greeter for the new arrival time.

Airport Representatives total liability shall not exceed the total sum paid that we have charged for the booking.

Airport Representatives shall not be held responsible for delays or denied access to and from the UK resulting from insufficient / out of date paperwork or visas. It is the travellers' responsibility to ensure they have a valid passport and the necessary travel documentation.

#### **Products & Services Provided by Third Parties**

If we arrange for another company to provide you with products or services (for example, porter or chauffeur cars) and issue you with confirmation relating to any such products and services, we are acting only as your agent in making those arrangements. We do not guarantee that products and services provided by third parties will always conform to their exact description.