

Terms & Conditions

1. Operator Responsibility

- 1.1. Executive Travel Solutions is fully responsible for all bookings made through this service.
- 1.2. The Operator will ensure that all journeys booked through our service are provided as per the booking details and meet the necessary standards and regulations.

2. Contractual Obligation

- 2.1. By making a private hire booking with Executive Travel Solutions, the customer enters into a contractual obligation with the Operator as the principal party.
- 2.2. The Operator undertakes to provide the journey as agreed in the booking and ensures that all contractual obligations are consistent with the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000 and the 1998 Act.
- 2.3. Customers will be informed of this contractual obligation at the time of booking through the confirmation email and on our website's booking page.

3. Right to Work and Reside

- 3.1. The Operator confirms that all necessary documentation regarding the right to work and reside in the UK is in order and available for inspection by relevant authorities.

4. Authorized Drivers:

Only designated drivers are permitted to operate company vehicles.

5. Safe Driving Practices:

Drivers will adhere to reasonable speeds, considering road conditions and traffic, to ensure passenger safety.

6. Optimal Routing:

Unless instructed otherwise, drivers will select the most efficient route deemed appropriate for the journey, without necessitating the shortest path.

7. Luggage Allowance:

A reasonable amount of standard passenger luggage is permissible. However, excessively large or heavy items, at the driver's discretion, may not be accommodated without prior notification to the company 24 hours in advance. The passenger will still be charged for this transfer regardless of whether the transfer needs to be cancelled due to these excessively large or heavy items.

8. Vehicle and Driver Substitution:

While every effort is made to maintain continuity with the same car and driver, the Company reserves the right to substitute vehicles or drivers as needed to fulfil service requirements.

9. Parking Fees:

Car parking charges will be invoiced at cost, with the exception of one hour of complimentary waiting time included in airport arrival transfers.

10. Additional Charges:

Extra charges will be calculated based on the standard time and mileage rate or hourly rate, whichever is greater, for services exceeding the original booking. Gratuity is at the discretion of the client.

11. Payment Terms:

Full payment must be settled prior to the commencement of services.

12. Cancellation Policy:

Cancellation charges apply as follows:

- Airport Transfers (Cars): 24 hours
- Tours and Hourly Hire: 48 hours
- Guiding Services: 7 days

13. Currency:

All rates quoted are in GBP (Great Britain Pounds) unless otherwise stated.

14. Accepted Payment Methods:

The Company accepts major credit cards, including American Express, Visa, Mastercard, and Switch/Maestro.

15. Price Adjustments:

Prices are subject to change without prior notification.