

XPRESS AIRPORT TRANSFER TfL Operator Licence 821302

PASSENGER BOOKING & TRANSPORTATION

Terms and Conditions

Xpress Airport Transfer

Operator Xpress Airport Transfer

Licensing authority Transport for London (TfL)

Operator licence 821302

Operating centre 450 Bath Road, Longford, London UB7 0EB

Please read these Terms carefully. By making or confirming a booking, you agree to be bound by them and confirm that you are authorised to accept them for every passenger included in the booking.

1. About These Terms and the Operator

These Terms govern all quotations, bookings, passenger transport services and related services supplied by Xpress Airport Transfer (the Company, we, us or our). Xpress Airport Transfer is a private hire operator licensed by Transport for London under Operator Licence No. 821302.

When we accept a booking, Xpress Airport Transfer contracts directly with the person making the booking to provide the confirmed journey. The contract remains with us even where we arrange for an appropriately licensed driver, vehicle or another licensed operator to carry out the journey on our behalf.

Private hire journeys must be pre-booked through a licensed operator. Our drivers cannot accept street hails, create a new booking, or agree a cancellation or material amendment on our behalf.

Nothing in these Terms excludes or limits any right or remedy that cannot lawfully be excluded, including rights under the Consumer Rights Act 2015.

2. Definitions

Booking: a request for a Journey that we have accepted and confirmed through an authorised channel.

Booking Confirmation: the email, SMS, WhatsApp message, booking-system record or other written confirmation issued by us.

Driver: the appropriately licensed private hire driver allocated to perform the Journey.

Journey: the passenger transport service described in the Booking Confirmation.

Meeting Point: the pickup location and any meeting instructions stated in the Booking Confirmation or later issued by us.

No-Show: a situation where the Driver is at the agreed pickup location and the Passenger does not attend, cannot be contacted, leaves without notice, or otherwise prevents pickup within the applicable waiting period.

Passenger: each person travelling under the Booking, including the person who made the Booking where applicable.

PHV: a licensed private hire vehicle used only for pre-booked journeys.

Quote: a fare indication or fixed-price offer issued before a Booking is accepted.

3. Booking and Contract Formation

3.1 Quotes and acceptance

A Quote or enquiry response is an invitation to book and is not a confirmed Booking. A binding contract is formed only when we accept the request and issue a Booking Confirmation. If the details in the Booking Confirmation are incorrect, you must contact us promptly.

3.2 Booking channels

Bookings may be made through our website, booking platform, telephone, email or another channel authorised by us. A request made directly to a Driver is not a Booking with us unless we subsequently accept and confirm it.

3.3 Booking for other passengers

If you book for another person, you confirm that you have authority to provide their information, communicate these Terms to them and accept these Terms on their behalf. You remain responsible for payment and for the accuracy of the booking information unless we agree otherwise in writing.

3.4 Subcontracting

We may arrange for another appropriately licensed private hire operator to fulfil a Booking. We remain the Passenger's contracting operator for that Booking and remain responsible for the journey in accordance with applicable law.

4. Passenger Information and Responsibilities

You must provide complete, accurate and current information, including where relevant:

full pickup and drop-off addresses, including terminal, postcode and any access instructions;

the correct pickup date and time;

flight number, scheduled arrival time, terminal or train details;

a working mobile telephone number and email address;

the number of passengers and the full quantity and type of luggage;

child-seat requests and the age, height or weight information needed to identify an appropriate restraint;

wheelchair, mobility, assistance-dog or other accessibility requirements; and

extra stops, oversized items or any other requirement that could affect the vehicle or fare.

If inaccurate or incomplete information causes delay, an unsuitable vehicle allocation, a failed pickup or extra operating cost, we may charge a reasonable additional amount or decline to perform the affected service. We will not charge for an issue caused by our own failure to use reasonable care and skill.

You must keep your telephone switched on and reachable around the pickup time, follow the Meeting Point instructions and contact us promptly if you cannot locate the Driver.

5. Services, Drivers and Vehicles

We provide pre-booked airport transfers, station and seaport transfers, long-distance journeys, executive and chauffeur services, corporate travel, group and minibus transport, tours and other services described in the Booking Confirmation.

We will use appropriately licensed drivers and vehicles and will perform the service with reasonable care and skill. Driver and vehicle details will normally be provided before the Journey where required and operationally practicable.

A booked vehicle category is confirmed, but a particular make, model, colour or registration is not guaranteed. We may provide a comparable or higher category at no additional charge where reasonably necessary.

6. Fares, Charges and Payment

6.1 Confirmed fare

The fare is the amount shown in the Booking Confirmation. It is based on the confirmed route, vehicle category, pickup time, passenger and luggage details, and any stated airport, parking, toll or meet-and-greet charges.

We will not change a confirmed fare merely because our costs have changed. A reasonable additional charge may apply where you request or cause a material change, including extra stops, a different destination, excess waiting, undeclared luggage, additional passengers, cleaning, damage, parking or toll costs not included in the confirmation. We will explain the basis of any additional charge.

6.2 Payment methods

We may accept debit or credit card, secure online payment, bank transfer, PayPal, account payment or cash where stated in the Booking Confirmation. Payment is due at the time and in the manner stated in that confirmation.

We do not impose a surcharge solely because a consumer pays by debit card, credit card or PayPal. This does not prevent us from charging a separately disclosed booking, amendment or service fee where that fee is lawful and is not based on the chosen payment method.

6.3 Failed or disputed payment

If an authorised payment method fails, we may request another method or invoice the booking customer. You must notify us promptly if you believe a charge is incorrect. Chargeback or payment disputes do not remove the obligation to pay a valid fare.

6.4 Refunds

Where a refund is due, we will normally initiate it to the original payment method within seven working days. Your bank or payment provider may take additional time to credit the funds.

7. Vehicle Capacity and Luggage

You must select a vehicle with sufficient passenger and luggage capacity. The following capacities are indicative only because vehicle models and luggage dimensions vary:

Vehicle category	Indicative luggage capacity
Saloon	2 large cases + 2 cabin bags
Executive	2 large cases + 2 cabin bags
MPV	4 large cases + 5 cabin bags
8-seater	6 large cases + 8 cabin bags

Wheelchairs, pushchairs, sports equipment, musical instruments, mobility aids and other oversized items must be declared before confirmation. If passengers or luggage cannot be carried safely or lawfully in the booked vehicle, we may refuse carriage or offer a larger vehicle at the applicable additional fare, subject to availability.

Illegal, hazardous, explosive, flammable, noxious or unsafe items must not be brought into a vehicle. High-value or fragile property is carried at the Passenger's risk except to the extent that loss or damage is caused by our failure to use reasonable care and skill.

8. Pickup, Waiting Time and No-Shows

8.1 Free waiting time

Pickup type	Free waiting period	Waiting begins
Airport pickup	60 minutes	Actual flight landing time, if correct flight details were supplied
Non-airport pickup	15 minutes	Confirmed pickup time

8.2 Airport pickups and flight monitoring

We monitor the flight information you provide. If the flight number is missing, incorrect, incomplete or changed without notice, we cannot guarantee tracking or an adjusted pickup. If we confirm a specific pickup time instead of pickup by flight landing, waiting begins at that confirmed time.

The airport free waiting period runs from actual landing time, not from the time the Passenger clears immigration, collects luggage or enters the arrivals hall.

8.3 Additional waiting

After the free waiting period, waiting is charged at £5 for each commenced 15-minute period, together with any additional airport or parking cost reasonably incurred. Continued waiting is subject to Driver and vehicle availability.

8.4 No-Show

We may treat the Booking as a No-Show after the applicable waiting period where the Passenger has not attended, is unreachable, has left the pickup area without notice, or cannot be collected because of their failure to follow reasonable meeting instructions. We will make

reasonable efforts to contact the Passenger using the details supplied. The full fare is payable for a Passenger No-Show.

9. Amendments, Cancellations and Refunds

9.1 How to request a change or cancellation

You must contact Xpress Airport Transfer directly. A change or cancellation communicated only to a Driver is not effective unless we confirm it.

Notice before confirmed pickup	Passenger cancellation charge
More than 12 hours	No cancellation charge; any prepaid fare will be refunded
12 hours or less	100% of the fare; no refund
After Driver dispatch / No-Show	100% of the fare

The cancellation charge does not apply where cancellation results from our breach, and it is always subject to rights that cannot lawfully be excluded.

9.2 Amendments

Amendment requests are subject to availability and operational feasibility. A change requested more than 12 hours before pickup will normally be processed without an amendment fee, but any difference in fare remains payable. A request made within 12 hours may be refused or may involve a reasonable additional charge.

9.3 Flight cancellation or major schedule change

Contact us as soon as possible. We will use reasonable efforts to hold or reschedule the Booking, subject to availability. If the Journey is cancelled instead, the cancellation table above applies unless we agree otherwise.

9.4 Cancellation by Us and Alternative Transport

If we cannot provide a confirmed Journey because a suitable Driver or vehicle is unavailable, we will notify you as soon as reasonably practicable and refund the full amount paid for the affected Journey.

If you independently arrange alternative transport, including Uber, Bolt, a taxi or another transport provider, without our prior written approval, you will be responsible for that cost. We will not reimburse the alternative fare, any difference in price or related expenses, except where applicable law requires otherwise. This does not affect your statutory rights.

10. Journey Times, Delays and Passenger Connections

Journey times are estimates and can be affected by traffic, weather, road closures, security incidents, airport conditions and other events outside reasonable control. You must allow a sensible margin for flight check-in, train departures, appointments and other connections.

We are not responsible for a missed flight, train, cruise or appointment to the extent it results from insufficient time allowed by the Passenger or an event outside our reasonable control. This does not exclude liability where loss is caused by our negligence or breach of contract.

If a Journey is materially delayed, both parties must take reasonable steps to reduce avoidable loss. We will keep you informed where reasonably practicable.

11. Passenger Conduct, Safety and Cleaning

Passengers must behave lawfully and safely and follow reasonable instructions from the Driver. Passengers must not:

- smoke or vape in the vehicle;
- consume alcohol in the vehicle without our prior written agreement;
- carry illegal or dangerous items;
- distract, threaten, harass or abuse the Driver or another person;
- damage, soil or interfere with the vehicle or its safety equipment; or
- request the Driver to exceed the licensed passenger capacity or break the law.

The Driver may refuse to start or may end a Journey where there is a reasonable safety, legal or conduct concern. A refund will not normally be due where the refusal or termination results from a Passenger's serious breach of this section.

A £60 valet cleaning charge may be applied where a Passenger's sickness or other avoidable soiling requires specialist cleaning. The Passenger who made the Booking is also responsible for the reasonable, evidenced cost of repairing deliberate or negligent damage caused by a Passenger, beyond fair wear and tear.

12. Children, Seat Belts and Accessibility

12.1 Children and child seats

Children must travel in accordance with UK child-restraint and seat-belt law. The safest option is an age- and size-appropriate child seat. Child seats are available only where requested and confirmed in advance. The accompanying adult must provide accurate child details and check

that any supplied restraint is suitable before the Journey starts; the Driver retains all duties imposed by law.

A person under 16 may be refused carriage unless accompanied by a responsible adult or accepted under a specific written arrangement made with us in advance.

12.2 Disabled passengers and mobility assistance

We and our Drivers will comply with applicable equality and accessibility duties. Disabled passengers and their wheelchairs or mobility aids will be carried where required by law, reasonable mobility assistance will be provided, and no additional charge will be imposed for that assistance.

12.3 Assistance dogs

Recognised assistance dogs are carried with their owner at no additional charge. This is subject only to a Driver holding a valid statutory medical-exemption certificate where applicable. Please tell us about any accessibility requirement when booking so we can plan the service properly.

13. Personal Property and Lost Property

Passengers are responsible for their belongings and should check the vehicle before leaving. We are not responsible for property left behind unless the loss results from our negligence or breach of duty.

Report lost property promptly by telephone or email. If an item is found, we may store it for up to 25 days. The owner must arrange collection or pay the reasonable cost of a courier or private-hire return. We may require proof of ownership and identity before release.

After the storage period, unclaimed property may be securely destroyed, donated, recycled, sold, transferred to an appropriate authority or otherwise disposed of lawfully. Perishable, hazardous or unsafe items may be disposed of sooner. We do not guarantee that an item will be found or recovered.

14. Liability

14.1 Our responsibility

We are responsible for foreseeable loss or damage caused by our failure to perform the service with reasonable care and skill or by our breach of these Terms. Loss is foreseeable if it was an obvious consequence of the breach or was contemplated by both parties when the Booking was confirmed.

14.2 Matters outside our responsibility

We are not responsible for loss to the extent it is caused by inaccurate Passenger information, failure to follow reasonable instructions, insufficient connection time, the Passenger's own act or omission, or an event outside our reasonable control.

14.3 Non-excludable liability

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of statutory rights, or any other liability that cannot lawfully be excluded or limited.

14.4 Business bookings

If you book wholly or mainly for business purposes, we are not liable for loss of profit, business, revenue, contracts, goodwill or anticipated savings unless we expressly agree otherwise in writing. This paragraph does not apply to consumer bookings.

15. Events Outside Reasonable Control

An event outside reasonable control may include severe weather, road closure, accident, civil emergency, industrial action, government restriction, security incident, airport closure, widespread systems failure or a similar event that could not reasonably have been avoided.

We will use reasonable efforts to reduce disruption and may suspend, reschedule or cancel the affected service. If we cancel and do not provide the Journey, we will refund the amount paid for the service not provided. Statutory rights remain unaffected.

16. Complaints and Dispute Resolution

For service complaints, contact us as soon as possible with the Booking reference, journey date, Passenger details and a clear description of the issue. We aim to acknowledge or respond within 72 hours, although a full investigation may take longer.

Urgent safety concerns should be reported by telephone. A crime, immediate danger or emergency should be reported to the police or emergency services first.

If a complaint is not resolved, you may have the right to pursue another remedy, including contacting Transport for London where the complaint concerns taxi or private-hire licensing. These Terms do not restrict access to a court or any mandatory consumer dispute process.

17. Privacy and Booking Records

We process personal information to quote, accept, administer and perform Bookings; take payment; communicate with Passengers; investigate complaints; meet legal and TfL licensing duties; prevent fraud; and protect passengers, drivers and the public.

Information may be shared where necessary with the allocated Driver, an appropriately licensed subcontracted operator, payment provider, booking technology provider, insurer, professional adviser, regulator, law-enforcement authority or another party described in our Privacy Policy. We do not rely on these Terms as consent for optional direct marketing.

Our current Privacy Policy is published on our website and explains data-retention periods, lawful bases and individual rights.

18. Reviews, Feedback and User Content

If you voluntarily submit a review, testimonial, rating, image, audio, video or other content, you retain ownership of it. You grant us a non-exclusive, worldwide, royalty-free licence to use, reproduce, format, publish and display that content for operating, improving and promoting our services, subject to applicable privacy and intellectual-property law.

You confirm that you own the content or have permission to submit it and that it is lawful, accurate to the best of your knowledge, and does not infringe another person's rights. We may moderate, decline or remove content. You may ask us to stop future promotional use, although this may not require recall of material already lawfully published or retained for legal records.

19. Changes to These Terms

We may update these Terms for legal, regulatory, security or operational reasons. The version accepted when a Booking is confirmed will normally govern that Booking, unless a change is required by law or both parties agree otherwise. The effective date appears on the first page.

20. General Legal Provisions

20.1 Severability

If any provision is found unlawful, invalid or unenforceable, it will be treated as modified to the minimum extent necessary or, if that is not possible, removed. The remaining provisions will continue in effect.

20.2 No waiver

A delay or failure to enforce a right does not waive that right. Any waiver applies only to the specific circumstances in which it is given.

20.3 Third-party rights

Except where these Terms expressly say otherwise, a person who is not a party to the Booking has no right to enforce them under the Contracts (Rights of Third Parties) Act 1999.

20.4 Entire agreement

The Booking Confirmation, these Terms and any document expressly incorporated into them form the agreement for the Journey. Nothing in this paragraph excludes liability for fraud or prevents a consumer from relying on a statement that forms part of the contract by law.

21. Governing Law and Courts

These Terms and each Booking are governed by the law of England and Wales. The courts of England and Wales have jurisdiction. If you are a consumer resident in Scotland or Northern Ireland, you may also bring proceedings in the courts of your home jurisdiction and retain any mandatory local consumer protection.

22. Contact Details

Contact item	Details
Operator	Xpress Airport Transfer
Address	450 Bath Road, Longford, London UB7 0EB
TfL Operator Licence	821302
Telephone	+44 (0)20 8521 6222
WhatsApp	+44 7777 787760
Email	info@xpressairporttransfer.com
Website	xpressairporttransfer.com