

Terms & Conditions Of Trading

Quotations, rates and charges

All prices are in GBP and are exclusive of VAT at the current rate unless otherwise stated, except coaches that are zero rated.

All quotations are estimated journey charges, are valid for 30 days and do not include waiting time, parking, tolls or telephone charges. Gratuities are at the Customer's discretion. Waiting time is charged at the agreed tariff rate.

Final journey charges will be calculated according to the actual route requested and any other relevant factors, e.g. waiting time (at the agreed tariff). The driver will take the most optimal route, unless the client gives specific instructions or prevailing traffic conditions dictate.

Charges apply for Customer no shows and cancellation at the tariff rate based on the service booked. Cancellation notice periods are as follows:

- Executive vehicles and MPVs - 3 hours
- Premium vehicles and MPVs - 5 hours
- Coaches, minibuses and all other vehicles - 24 hours.

If you cannot locate your driver and you seek an alternative method of transport without first contacting Flightlink to try and resolve the situation, you will be charged the tariff rate based on the service booked.

Surcharges will apply on Bank Holidays as follows:

- Christmas Day, Boxing Day, New Year's Eve from 18:00 and New Year's Day - 100%
- All other Bank Holidays - 50%

On-site co-ordinators are available on request, and are charged on an hourly basis with a 2 hour minimum charge.

In the event that the interior of the vehicle is soiled or damaged by the Customer, a minimum valeting charge of £70 will apply.

Flightlink reserves the right to review the charges to take account of movements in the Retail Price Index, currency fluctuations, fuel, legislative changes or any other charges outside of our control.

Payment

Payment terms are 30 days from date of invoice. Flightlink reserves the right to charge interest on overdue invoices at the Bank Base Rate of interest plus 5%.

Flightlink accepts most credit cards as a means of payment but a surcharge of 2% will be levied to cover the costs of credit card processing.

Exclusions

Flightlink accepts no responsibility for any loss or damage to property, howsoever such loss or damage may be caused. In the event of property being left in a vehicle, we will gladly organise the return of such items if you cover the postage and packaging costs.

Flightlink shall be under no liability to the Customer whatsoever for any indirect loss and/or expense (including loss of profit) suffered by the Customer arising out of a breach by the Company of these terms and conditions.

In the event of any claim against Flightlink arising out of its performance of hire, the Company's liability shall be limited to a refund not exceeding the cost of the journey. Any other payments will be entirely at the discretion of the Company.

Non-Solicitation of Personnel

If you wish to directly hire or employ a Flightlink chauffeur/driver, we reserve the right to levy a £5,000 fee to cover the costs of recruiting and training the chauffeur/driver.

Affiliates

Flightlink reserves the right to enlist the services of carefully selected affiliates to provide the service on our behalf during busy periods, but shall remain responsible for the overall service delivery.

Applicable Conditions

These terms and conditions are governed by and are subject to the laws of England and Wales and Flightlink and the Customer submit to the exclusive jurisdiction of the courts of England and Wales.

All bookings made shall be deemed to be a confirmation by the Customer to acceptance of these terms and conditions and shall supersede any other terms and conditions from the Customer. Any amendments to these terms and conditions must be agreed in writing by both parties.

Flightlink's use of personal information supplied by you is governed by our privacy policy. Flightlink fully respects your rights to privacy and utilises the following practices in regards to any information we are provided with. In order to provide service to you as a customer of Flightlink we may require you to provide certain information to us. Common items may include, but are not limited to, the booker and/or the passenger's name, address, phone

number and credit card details. By providing this information to Flightlink, you are agreeing to allow us to utilise this information to complete all services you request of us.

We may pass your personal information to, or allow access to your personal information by, third party service providers or organisations that otherwise assist us in providing goods, services or information you request.

Whilst every effort has been made to ensure that the information contained in this document is correct at the time of going to print, Flightlink regrets it cannot accept liability for any errors or changes that may occur after publication.

Registered Details

Flightlink Executive Travel Ltd
Unit 23 Enterprise House
Cheney Manor
Swindon
SN2 2YZ

Registered in England #09025633

VAT Number: #226 0544 33

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