

## Terms and Conditions of Booking

### Booking Confirmation

Whilst Mid-Anglia makes every effort to ensure the booking details are correct it is the responsibility of the passenger to check the details and notify us of any errors that may have been made.

If the passenger fails to turn up at the specified time shown on the booking form then full payment for the journey will be charged.

### Meet and Greet Service

**In case of airport pick-ups.** Unless otherwise agreed your driver will be waiting for you in the arrivals hall with the principle passenger's name or company name on a meet and greet board.

The driver will arrive at the arrivals 20 minutes after the scheduled/estimated arrival time as advised by the airport arrival system. A further 25 minutes waiting time and parking charges are included in the cost. After this time additional waiting and/or parking charges may be incurred.

IF THE DRIVER IS NOT IN THE ARRIVALS HALL CALL THE NUMBER SHOWN ON YOUR BOOKING CONFIRMATION.  
**DO NOT LEAVE THE ARRIVALS HALL.**

### If Shared Transfers have been booked

You and your fellow passengers will travel in comfort to your respective destinations in the shortest route possible.

### In the case of airport pick-ups:

Waiting time may occur while the driver collects all booked passengers as they arrive, allowances will be made for flight delays, clearing immigration and claiming baggage. Waiting time should not exceed 1 hour.

Similarly, pick-ups to go to airports will be scheduled and confirmed to ensure you get to the airport in adequate time for check in.

### Payment

Unless an account customer, with valid authorization, payment should be made in cash to the driver or prepaid by credit card to Mid Anglia Private Hire. A surcharge of 4 % will be made for credit/debit card payments

### The Prices Quoted includes:

From the correct pick up point to the correct destination as shown on the booking form only.

From the pick-up time agreed only. (When agreeing a pick up time, the passenger must ensure to leave adequate time to reach the destination and in the case of airports to accommodate check-in time requirements).

The number of passengers specified only.

Meet and greet service when the pick-up point is an airport to a maximum of 45 minutes waiting time from the scheduled arrival time of the aircraft.

Return journey if stated.

Two items of luggage (see Luggage section for details).

### Prices do not include:

Waiting time, with the exception of the meet and greet concessions above.

Meet and greet service. Waiting time & additional parking fees incurred after the initial 45 minutes waiting period.

Detours from the journey entered.

Additional passengers.

Excess and oversize luggage (see Luggage section).

Fouling of vehicles.

Parking costs, with the exception of the meet and greet service.

Any other road charges.

Tips for the driver.

Sports equipment such as bicycles, golf clubs and surf boards. If you do have any sports equipment, please contact us to ensure we can accommodate your request.

### Booking updates

Mid Anglia Private Hire does not offer an online facility to update or change existing bookings, you can update bookings by contacting the Mid Anglia Private Hire Booking Service by email [bookings@MidAngliaPrivateHire.co.uk](mailto:bookings@MidAngliaPrivateHire.co.uk)

or by telephone on +44 (0)1223 836000, where we will make every effort to accommodate your specific change. Please notify Mid Anglia Private Hire as early as possible. If it is less than 24 hours, please call the number shown above. Changes that involve additional costs to Mid Anglia Private Hire will have to be charged to the passenger/company.

### **Delays**

Delays can occur through third parties such as airlines, train providers and other methods of public transport. Mid Anglia Private Hire will try to accommodate all delays under these circumstances:

For airport pick-ups the correct flight number must be given as Mid Anglia Private Hire monitor flight arrivals and which allows them to alert the driver of any delays.

For picks ups from train stations and bus stations; then the passenger must contact Mid Anglia Private Hire on the telephone number provided to inform them of known delays and allowances will be made accordingly.

If your outbound flight is delayed, your Service will automatically be amended and your taxi will collect you at your revised time of arrival... If your inbound flight is diverted for any reason, we will use reasonable endeavours to rearrange a taxi to collect you from your new destination airport at the revised landing time.

IN SITUATIONS WHERE NOTIFICATION OF THE DIVERSION \ DELAY OF THE FLIGHT HAS NOT BEEN GIVEN TO US OR IT IS TOO LATE TO PREVENT THE TAXI DRIVER FROM TRAVELLING TO THE AIRPORT OR WAITING FOR THE FLIGHT TO ARRIVE AT THE ORIGINAL LANDING TIME YOU MAY HAVE TO PAY ADDITIONAL WAITING AND PARKING CHARGES AND BOOK ANOTHER TAXI.

Circumstances beyond our control may arise on the requested route for which Mid Anglia Private Hire accepts no liability. These can include, but are not limited to:

- Exceptional weather conditions.
- Accidents and related delays.
- Criminal or terrorist activity.
- Unplanned marches, demonstrations and organized disruptions.
- Unforeseen road hazards.
- Police operations.
- Customer safety.
- Unforeseen traffic delays.

### **Luggage**

Each passenger is allowed two items of luggage:

One item with a maximum weight of 20 kg, e.g. a suitcase and one piece of hand luggage weighing a maximum of 5 kg.

When you have oversize bags or multiple suitcases please contact Mid Anglia Private Hire beforehand to make sure they can be accommodated, surcharges may apply.

In the event that a larger vehicle is required to transport the excess/oversize luggage the passenger will be required to cover the additional cost.

When excess/oversize luggage has not been declared beforehand then Mid Anglia Private Hire reserves the right to charge for the excess baggage or refuse to transport the items.

Please notify us if you have pushchairs or foldable wheelchairs, so we can accommodate the correct vehicle size.

If you are carrying any other type of luggage other than suitcases, such as sports equipment, you must notify us at the time of placing the booking as additional charges may apply.

### **Child seats**

**Mid Anglia do not provide Child Seats. These must be supplied and fitted by the Customer.** We are able to store any seats for the return journey if required

### **Cancellation Policy**

#### **Cancel by passenger/company:**

The passenger/company must notify Mid Anglia Private Hire as early as possible. This will minimise the inconvenience, cost and expense to all parties involved.

The passenger can do one of the following:

Send an email to [bookings@MidAngliaPrivateHire.co.uk](mailto:bookings@MidAngliaPrivateHire.co.uk) or telephoning the booking services on +44 (0)122383600

Unless specifically instructed the cancellation of an outward journey will automatically cancel the return journey where a return journey was reserved as part of the same booking.

#### **Cancelled by Mid Anglia Private Hire:**

Failure to supply the correct credit or debit card information may result in the cancellation of your booking.

Mid Anglia Private Hire reserves the right to cancel bookings when it cannot deliver the vehicle type or the service as requested.

### **Refund Policy**

Mid Anglia Private Hire will endeavour to process all cancellations and subsequent refunds (of prepaid bookings) in a timely and efficient manner. Customers must bear in mind that Mid Anglia Private Hire incurs credit card processing fees for both payments and refunds and as such must apply the following policies for pre-paid reservations.

**Mid Anglia Private Hire will:**

Apply an administration fee of 20% of the fare per cancellation.

Make a refund only to the person who has paid the fare and on the credit/debit card of original payment.

Issue a refund less the administration fee and any additional costs that may occur for all bookings cancelled up to 24 hours prior to the date for which the service has been reserved.

Make a full refund where the vehicle does not arrive at the reserved time and passengers have followed the correct procedure.

Passenger must allow up to 20 minutes after the reserved booking time to cover unforeseen circumstances before alternative arrangements are made. It is the passenger's responsibility to contact Mid Anglia on the telephone number that is supplied when booking was confirmed. In cases where no call is made and the passenger uses alternative arrangements, within the 20 minutes time allowance, no refund will be made.

Mid Anglia Private Hire will only refund up to the full amount paid. Any claims for further compensation must be made by email or in writing to address shown above.

All complaints must be in writing to Mid Anglia Private Hire no later than 21 days after the booking date. Complaints need to be sent to [info@MidAngliaPrivateHire.co.uk](mailto:info@MidAngliaPrivateHire.co.uk) and will be dealt with within 28 days after the date they are received.

**Mid Anglia Private Hire will not refund in the following circumstances:**

If the passenger does not show up for pre-paid journeys.

If cancellation of a booking is made less than 4 hours of the pick-up time.

If Mid Anglia Private Hire have not received any notification/calls from the passenger and they are not present when the vehicle arrives.

If the details provided at the time of booking is incorrect, such as pick up times, flight numbers and address.

If no contact number is provided.

It is the passenger's responsibility to travel with their booking confirmation, which lists instructions and the relevant contact numbers. Mid Anglia Private Hire accept no responsibility or compensation claims for any loss of service should the passenger travel without this booking confirmation.

We will use all reasonable efforts to ensure that your taxi collects you from your collection point at the time set out in your Confirmation. However, we will not be liable for any loss or costs you suffer or incur through any reasonable or unavoidable delays and it is your responsibility to ensure that you book the taxi to collect you in time. We will not be responsible for any losses you suffer (including for example any missed flight) due to your failure to allow sufficient time for your journey.

**Complaints must be received in writing within 14 days of the return booking date; you should direct them to [info@midangliaprivatehire.co.uk](mailto:info@midangliaprivatehire.co.uk). All complaints will be addressed as soon as possible and Mid-Anglia Private Hire will endeavour to resolve all issues within 14 days of notification of the complaint.**