



## Terms of Service

These Terms and Conditions govern the provision of services by Pronto Trips LTD, trading as Pronto Executive Cars, ("Pronto Executive Cars", "we", "us", or "our"). By booking our services, you ("you", "customer", or "client") agree to be bound by these Terms and Conditions.

### **1. Booking and Payment:**

1.1. To make a booking, you must provide us with accurate information including your name, contact details, pickup location, destination, and any other relevant information.

1.2. Booking confirmation will be sent to you via email and SMS/WhatsApp. It is your responsibility to ensure the accuracy of the booking details.

1.3. Payment must be made in full prior to the commencement of the journey unless agreed otherwise. We accept payment via credit/debit card or other agreed-upon methods.

1.4 All car parking fees and/or congestion charge – where applicable – are charged separately and at cost.

1.5 Hourly/daily/As directed hire is subject to a minimum 3-hour charge.

1.6 Payments for transfers can be made either by valid credit/debit card or via a live authorised account facility.

We accept all major credit and debit cards (including American Express) and would be subject to a 3% card processing fee to cover transactions costs.

### **2. Cancellation and Amendments:**

2.1. Cancellations made less than 8 hours before the scheduled pickup time may be subject to a cancellation fee.

2.2. Amendments to bookings must be made at least 8 hours before the scheduled pickup time and are subject to availability.

2.3 Any hourly/daily/as directed booking cancelled with 12hrs notice or less will still be charged at our minimum 3hr tariff for a booking of this kind. This charge will also be reflective of the level of vehicle booked.

2.4 All hourly/daily/as directed hire cancelled with between 12 hours and 24hours notice will be charged at 50% of the minimum 3-hour cost. This charge will also be reflective of the level of vehicle booked



2.5 For any no show for a standard AtoB or other booking the charge will be the full cost of the booked transfer plus any applicable waiting time.

For any event and/or booking where 2 or more vehicles are required the full charge - or minimum tariff - per vehicle will be applied if any are cancelled with less than 12hrs notice.

2.6 For any event and/or booking where 2 or more vehicles are required 50% of the full charge - or minimum tariff - per vehicle will be applied if any are cancelled with between 24 & 48hrs notice.

2.7 Any booking that has already been confirmed and is then subsequently amended may result in higher costs depending what those changes are.

2.8 Once confirmed any cancellations, changes or otherwise are the sole responsibility of the booker/passenger or a designated party. Any cancellations and/or changes in any aspect of the booking confirmed must be supported by an email to [bookings@prontoexeccars.com](mailto:bookings@prontoexeccars.com) or a message to our bookings line on 02080873797.

2.9 Bookings will NOT be cancelled and/or edited on a verbal basis or as a result of messages being relayed to drivers or any other individual not associated with the actual booking of the transfer. Any cancellation not supported in this manner will still be charged.

2.91 For account/credit card clients for a standard A to B booking with one or two vehicles any cancellation with 90-minutes or less notice will be charged at the full rate as per booked. For any account/credit card booking where the passenger is a "no show" this will be invoiced/charged at the published rate plus any applicable waiting time, parking and/or any additional costs incurred by the chauffeur solely in relation to the transfer.

### **3. Service Provision:**

3.1. Our chauffeurs will make every effort to arrive punctually at the agreed pickup location. However, we shall not be liable for delays caused by circumstances beyond our control (e.g., traffic conditions, accidents, adverse weather).

3.2. You must notify us immediately of any changes to your travel plans, including delays, to ensure timely service provision.

3.3. Our chauffeurs are instructed to drive safely and adhere to all traffic laws. However, we shall not be liable for any delays, accidents, or other incidents caused by the actions of other road users.

3.4 Please ensure that you book the correct size of vehicle for the amount of luggage that you may have. We are more than happy to advise you accordingly. The chauffeurs invest a significant amount of resource into their vehicles and will not agree to luggage being placed on seats. If any seat and/or upholstery/trim is damaged as a result of this then the passenger will be liable for the full cost of repairs plus any loss of earnings capped at £100.00 per day.



#### **4. Passenger Conduct:**

4.1. Passengers must behave in a respectful and appropriate manner towards our chauffeurs and other passengers.

4.2. Smoking, consumption of alcohol, and illegal substances are strictly prohibited in our vehicles.

4.3. Any damage caused to our vehicles because of the passenger's actions will be the responsibility of the passenger and may incur additional charges.

4.4 Any person or persons who cause damage to the interior or exterior of the vehicle supplied through direct or indirect actions will be liable for the full costs of repairs plus any potential loss of earnings to the chauffeur capped at £100.00 per day.

4.5 Any person or persons that soil the interior of the vehicle in any way will be liable to a valeting charge of £250 plus any potential loss of earnings capped at £100.00 per day.

#### **5. Airport Transfers and Waiting Time:**

5.1. For airport transfers, we offer 1 hour of complimentary waiting time from your scheduled landing time. Any additional waiting time will be charged at £10 for every 30 minutes or part thereof.

5.2 Where a client has failed to show for an airport collection the charge levied will be the full cost of the booked transfer plus waiting time. Waiting time will be calculated from the confirmed time that the chauffeur entered the terminal (within reason) until it was established that the passenger was a "no show" plus any applicable parking charges at cost.

5.3 inbound flights are tracked and monitored with a combination of online search, airports' automated flight information systems, and a number of flight tracking Apps to ensure a chauffeur is always on time or is aware of any early/delayed arrivals.

5.4 For any collections from private airfields or for private flights into commercial airports a free waiting period of 15 minutes shall be given after the scheduled arrival time. This is because we are unable to track private aircraft/flights and once landed they are not subject to the standard procedures/delays that commercial and scheduled flights are subject to.

5.5 There may be some occasions such as extremely heavy traffic congestion, or if a flight has landed particularly early, where a passenger may have to wait for the chauffeur that has been booked. However, we will always keep in contact with the passenger to ensure that they are aware of the situation.

5.51 We advise that all clients provide a contact mobile number at the time of booking and switch their phone on as soon as possible once landed.

5.52 If there are any adverse conditions which will mean the chauffeur will be delayed we would have already left a message on the passengers' mobile phone to inform them of the fact. We will then stay in constant contact until the client has been met.



5.6 Without exception all clients/passengers will be met inside the terminals at our designated meeting points (see below) – this does not levy any additional costs apart from those listed in general.

5.7 Heathrow and Gatwick airports dictate that the areas outside their terminals are for drop-off only. Meeting and collecting passengers outside any of these terminals carries with it substantial fines for the chauffeur and potential revocation of any operator's licence. Additionally, there are now drop off fees chargeable at Gatwick (£5), Luton (£5) and Stansted (£7) with a fee also being implemented at Heathrow from October 2021 (£5).

5.8 Our Chauffeurs will assist a client with luggage, but it is ultimately the passengers' responsibility to ensure that all items of luggage, camera/video equipment, handbags and any other items are in the vehicle. No responsibility will be taken by Us for luggage left in the airport terminal or car parking. area.

## **6. Residential Journeys and Waiting Time:**

6.1. For residential journeys, we provide 15 minutes of free waiting time from the scheduled pickup time. Subsequently, waiting time will be charged at £10 for every 30 minutes or part thereof.

## **7. Extra Stops:**

7.1. Extra stops that were not pre-booked will incur additional charges. These charges will be calculated based on the additional distance and time required for the stop and will be invoiced after the journey. By accepting our services, you agree to pay for any extra stops incurred during the journey.

## **8. Corporate/Business Account Facilities:**

8.1 All bookings can be charged to an authorised account facility should this be available.

8.2 All accounts will be invoiced on the last day of each month reflective of all bookings completed within that calendar month and – unless otherwise agreed – must be settled within 21 days of the invoice date.

8.3 Failure to settle invoiced accounts within the terms agreed and after 72hrs of the designated payment date will invoke our booking suspension process. This will result in all subsequent "live" bookings being suspended with little or no prior notice until such time any outstanding item has been settled.

8.4 Suspended bookings may also still be charged. Additionally any invoices not settled within the terms laid down will be further subject to a 5% late payment charge plus VAT on the gross amount of any outstanding item and this will be added to the next invoice period.

8.5 Failure to settle any item within 3 months will result in that outstanding amount being passed to a third-party collection agency and may result in increased fees and charges being applied.

## **9. Surcharges:**

9.1. Our standard pricing applies to bookings made for collection times between 06:00 and 00:00.

9.2. For any bookings where the time of collection is between 00:00 and 06:00, a 20% surcharge will be applied to the total fare.



9.3. Prices for any large social or sporting event will have a 25% surcharge due to increased traffic congestion and journey times.

9.4. In addition to the standard fare and applicable surcharges, a Congestion Charge of £5 will be added to journeys where it applies.

#### **10. Liability:**

10.1. Our liability for any loss, damage, or injury arising from the provision of our services shall be limited to the amount paid by you for those services.

10.2. We shall not be liable for any indirect, consequential, or punitive damages, including but not limited to loss of profits, revenue, or goodwill.

#### **11. Data Protection:**

11.1. We will only use your personal information for the purpose of providing our services and will not share it with third parties without your consent, except as required by law.

#### **12. Governing Law:**

12.1. These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales.

**13. Contact Information:** If you have any questions or concerns regarding these Terms and Conditions, please contact us at:

Pronto Trips LTD

Trading as Pronto Executive Cars

**02080873797**

**[bookings@prontoexeccars.com](mailto:bookings@prontoexeccars.com)**

**By booking our services, you acknowledge that you have read, understood, and agree to these Terms and Conditions.**