

Terms and Conditions

You will automatically receive a 'GVR Premium Travel Ltd Journey Acknowledgement' email for the journey(s) you have paid for. You are responsible for checking that the details received to us are correct.

GVR Premium Travel Ltd does not accept any responsibility in any way for missed flights for whatever reason i.e. traffic delays, accidents, breakdowns, severe weather conditions, or any unforeseen circumstances.

We advise passengers to plan to arrive at the airport two hours prior to flight departure to allow for possible unpredicted delays on route to or from the airport. GVR Premium Travel Ltd will not take responsibility for any passengers missing their flight if two hours check-in time was not allowed.

You are free, of course, to arrange to get to the airport for a time of fewer than two hours prior to flight departure; however, GVR Premium Travel Ltd accepts no responsibility for any missed flight due to this.

All passengers are advised to have adequate travel insurance prior to booking.

No responsibilities for costs are to be refunded to any passengers who do not wait for their driver and take alternative transport.

GVR Premium Travel Ltd does not accept any responsibility in any way if the passenger/luggage requirements exceed the capacity of the vehicle booked.

If you are unsure about the capacity of the vehicle booked, please contact GVR Premium Travel Ltd customer services team immediately.

For passenger safety Taxi Licensing regulations require all luggage to be securely fastened in the boot of the vehicle; please ensure to take this into account when choosing a vehicle.

GVR Premium Travel Ltd reserves the right to refuse the carriage of animals which were not agreed at the point of booking. All animals must be secured in a suitable transport box/crate. GVR Premium Travel Ltd accepts no responsibility for costs incurred from a failure to abide by these terms.

The exact route of your journey is down to the driver's discretion on the day of travel; alternate routes may be requested and will be assessed by the driver on a case-by-case basis.

Please ensure you provide your arrival times and day in to the UK and not your departing information.

If your flight has any serious delays, please inform us as soon as possible.

GVR Premium Travel Ltd uses its transport wherever possible but does use third-party companies where appropriate.

GVR Premium Travel Ltd reserves the right to provide an upgraded car type from the original selected if your chosen vehicle is unavailable.

POLICIES & NOTICES

WAITING TIME

On journeys collecting from an airport, as standard, GVR Premium Travel Ltd allows all passengers one hour maximum from the time the flight actually lands to meet with their driver. After this, waiting time is charged, regardless of reason, at £30/hour pro rata.

GVR Premium Travel Ltd will honour requests for collection any minutes after flight landing, however, customers requesting this are not entitled to any additional waiting time beyond the requested period. No compensation will be offered if the customer is ready earlier than planned and has to wait until the scheduled collection time for the driver to arrive.

GVR Premium Travel Ltd will assume you wish for a 'standard' collection unless otherwise informed in writing in advance of the journey by email to sales@gvrpremiumtravel.com Waiting time for all other journeys will be charged at £30/hour pro rata, either from the scheduled collection time or for any stop on route.

TOOLS AND PARKING

All Tolls and car parking (up to 1 hour) are included in the instant online quotes.

AMENDMENTS

Any amendment must be made by email or by telephone directly with GVR Premium Travel Ltd staff, and you will receive an email confirming the amendment. Amendments must not be made with your driver.

CANCELLATIONS

GVR Premium Travel Ltd will accept any cancellation as long as 24 hours notice is provided. There will be a £7 or

10% (whichever is higher) administration/transaction charge per journey. All cancellations must be made via an email to which you will receive confirmation by us.

If you do not receive an email from GVR Premium Travel Ltd confirming the cancellation, then we have not received it. In this case, please call our out-of-hours number, which is

0238 218 0417

Refunds will not be issued in the following circumstances:

- No refund is made if the passenger does not show up for pre-paid journeys.
- No refund is made for the cancellation of a booking with less than 24 hours' notice provided or afterwards.
- All other circumstances where a refund may be possible should be addressed directly with GVR Premium Travel Ltd customer services.

CARS TYPE

ECONOMY CLASS

Saloon or Estate Car

Ford,VW,Skoda or Similar

(1-4 passengers / max. 2 check-in / 3 hand luggage)

EXECUTIVE :

Mercedes E Class

Bmw 5 Series

Volvo S90

Saloon

Saloon (1-4 passengers / max. 2 check-in / 2 hand luggage)

ESTATE :

Mercedes E Class

Bmw 5 Series

(1-4 passengers / max. 4 check-in / 2 hand luggage)

MPV PLUS :

Mercedes V-Class

(1-7 passengers / max. 5 check-in / 4 hand luggage)