

## Terms and Conditions

1. All bookings must be in writing, either Fax, E-mail or Letter.
2. All bookings will be confirmed in writing, either Fax, E-mail or Letter.
3. Credit Card details may be asked for as a deposit to secure booking.
4. Invoiced bookings are strictly payable 7 days from date of invoice.
5. VAT and a 5% card charge will be added to Credit Card Payments.
6. Cancelled bookings, with less than 24 hours notice will be charged at full fare.
7. A&M Carriages will not be responsible for any missed appointments, flights, and onward travel arrangements, due to traffic, accidents, breakdowns or human error.
8. The fare includes 15 minutes waiting from booked pick up time (not Airports, Stations or Ports) after which waiting time will be charged at £10.00 per half hour. Which will be added to the fare.
9. Extra pick up or drop off points not already booked will be charged at the driver's discretion.
10. No smoking, eating or drinking allowed in the cars.
11. No animals.
12. A&M Carriages reserve the right to charge for the cleaning of any vehicle, which has been soiled by any passenger. This also includes the removal of the passenger's unwanted rubbish, newspapers, etc.
13. Prices quoted are for a car, with up to 4 passengers with luggage that fits in the boot (trunk) of the car. A surcharge will be added for larger vehicles booked. Please ask at time of booking.
14. Passenger's luggage must fit in boot (trunk) of the car. Please insure that you tell A&M Carriages how much luggage there is so A&M can provide a suitable size vehicle for the amount of luggage and passenger's.
15. Passengers must supply and fit their own baby, child or booster seats, if needed. A&M Carriages will not be held responsible for any faulty or badly fitted baby, child or booster seats. A&M Carriages can arrange for the storing, delivering or picking up of baby, child or booster seats for return journeys.
16. Airport and Seaport pick-ups. The fare includes 1st hours waiting time from confirmed landing or docking. After which waiting time will be added at £10.00 per half hour plus car parking. Unless a pre-arranged time has been booked then waiting time starts after 15 minutes after pre-arranged time.
17. Car Parking will be added to all Airports, Seaport, Station or any other pick-ups that incurs a car-parking fee.
18. The driver will enter the Airport 30 minutes after confirmed landing time unless otherwise advised.
19. The driver will be holding a Meet & Greet Board, with A&M Carriages Welcomes, the passenger's name, Going to, the destination written on it.
20. The driver will not wait longer than 2 hours after confirmed landing, without contact from the passenger. In which time the driver will have contacted Airport Information to put a call out for the passenger and checking the time of last bags. The driver will then check to see if passenger is held up in Immigration. If passenger fails to contact either A&M Carriages or the driver, the driver will leave after 2 hours has passed. Full fare, car parking plus waiting time will be charged for ALL no shows.
21. If a passenger is held up in Baggage Reclaim, Immigration or they cannot find their driver they should contact A&M Carriages on 01223 513703 or the driver, if he has left a message or missed call on the passengers mobile, then go to Airport Information where the

driver will be waiting.

22. Failure to find, phone A&M or the driver will result in full fare, waiting time and car park being charged.

23. A&M Carriages will not be held responsible for late pick ups at Airports, Seaports or Stations due to traffic, accidents, breakdowns

or planes, ships, trains or buses arriving early.

24. A&M Carriages will inform the passenger if the driver is held up or if the driver cannot find the passenger. A&M Carriages or the

driver will leave a message at Airport Information or will call them on their mobile, if number is supplied. If a passenger has given a

mobile number, PLEASE switch it on at Baggage Reclaim so the driver can contact the passenger. This can stop most of uncertainty

and worries for both passenger and driver.

25. When booking an Airport Pick Up, please insure that the landing date is given and not the take off date. As this will cause an extra

journey with full fare, car parking and waiting time being charged.

26. At A&M Carriages we aim to provide a Tip Top Service, we can do this best if we are provided with all the right information. Home,

work and mobile phone numbers. Full pick up and drop off addresses including postcodes, property name and number. Full flight details,

flight number, scheduled landing time, which Airport it is coming from and which Airport it is due to land at. Most important of all

Communication. If we are running late we will tell you, if you are running late please tell us. Armed with this information A&M can make

sure your journey is relaxed and as enjoyable as possible.

27. Thank you for booking with A&M Carriages. Please have a safe and pleasant journey.