

## **Terms & Conditions**

Oxford Travel does not take 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 2 hours prior to flight departure to allow for possible unpredicted delays en route to or from the airport. Oxford Travel 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 less than 2 hours prior to flight departure, however Oxford Travel 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.

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

If your flight has any serious delays please inform us or the driver as soon as possible.

Oxford Travel use their own transport wherever possible but do use third party companies where appropriate.

## **Pricing Policy**

Prices are calculated based on the distance, date of travel and number of passengers traveling. We reserve the right to provide an upgraded car type from the original selected if your chosen vehicle is unavailable.

## **Waiting Time**

We do not charge for the 1st hour's waiting time after the plane has landed. Waiting time charges start once the 1st hour has elapsed from when the aircraft has landed and will be charged, regardless of reason, at £15/hr pro Rata! Waiting time for all other journeys will be added at £15/hr pro rata from the scheduled pick up time.

## **Tolls**

Any Bridge Tolls are not included in the instant online quotes. The driver will ask you for the money or we can take this from your card if you prefer.

## **Amendment Policy**

Any amendment must be made via an email or by telephone to us to which we will confirm with an email. Amendments must not be made with your driver.

## **Re-Booking Policy**

All bookings must be made through the office via the website, telephone or e-mail. In this way confirmations are sent out and the journey is insured. It is against the law for private hire drivers to accept journeys directly. Bookings must be made through an Operator.

## **Cancellation Policy**

Oxford Travel will accept any cancellation made as long as there is at least 5 hours' notice we do not charge any administration fee. The cancellation must be made via an email to which you will receive confirmation by us.

If you do not receive an email from Oxford Travel confirming the cancellation we have not received it. In this case please call our office on **+44 1865 819981**. 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 cancellation of a booking on the day of travel or afterwards.