



Terms and Conditions of contract – airport/dock transfers

- 1) These Terms and Conditions are in addition to the general Ambassador-Line Southern Ltd Terms and Conditions issued, and apply to all airport and dock transfers booked with the company.
- 2) The person booking (the hirer) with Ambassador-Line Southern Ltd (the company) agrees on behalf of all passengers associated with their booking to adhere to the terms within this document.
- 3) It is the responsibility of the hirer to ensure correct details are given relating to the booking – number of passengers, number and weight of suitcases, additional luggage specifics, return flight number or ship, return flight/docking date, return flight/disembarking time, return flight origin, UK terminal/port & berth, contact number for lead passenger.
- 4) The company will not accept responsibility for transporting any large irregular items without prior agreement and the driver may decline to carry any such item if they feel they cannot secure or load an item safely.
- 5) Passengers must only be dropped off and picked up in the designated areas.
- 6) In the event a hirer supplies incorrect flight/ship return details (for example if the change of date is not noted for an overnight flight) which results in the driver departing for the scheduled pick-up, the hirer will be responsible for any charges incurred. e.g. additional parking and driver hours charges while waiting for the flight before having confirmation from the hirer that they are not at the airport.
- 7) Further to the above, the company will endeavour to rebook the rescheduled pick-up, where possible. However, the hirer will be responsible for paying a new hire charge.
- 8) Waiting time of up to 30 minutes for passengers to arrive at the vehicle is included within in the hire charge. Any additional waiting time will be charged as per our usual terms.

Applicable to Airport transfers only

- a) Drop off and pick-up at an airport terminal may attract a fee which, if applicable, is included in your quote. This amount varies between airports/terminals and also depends on vehicle size.
- b) The driver will track your flight using the details provided and aim to meet passengers one hour after landing.
- c) The hirer should advise us in advance if all passengers have hand luggage only and wish the default time period to be reduced. However, if the actual waiting time is longer than the agreed time, additional charges may apply. Conversely if there is special luggage that may mean a longer time period is required to reclaim baggage this should be advised by the hirer at the time of booking.
- d) If an expected flight time moves **less than** one hour either side of the scheduled landing time the driver will aim to meet passengers one hour after landing.

- e) If an expected flight time changes by **more than** one hour either side of the scheduled landing time the company will endeavour to meet passengers one hour after landing, however this cannot be guaranteed. A different driver may need to be diverted to you and there may be an increased wait.
- f) We will attempt to make contact with you as soon as we are aware of a significant delay and keep you updated as much as possible. If any passengers choose to take an alternative mode of transport because of this the company will not be liable for any associated costs, nor will any reimbursement be given for transport not used.
- g) If the hirer/lead passenger becomes aware of a significant delay or flight cancellation, they should contact us as soon as possible. This will help us to meet your flight on time and avoid incurring waiting additional charges.
- h) Should the hirer request meeting the vehicle at an airport long stay car park and use the airport shuttle bus service to avoid coach/car park charges, the hirer will be liable for paying any parking charge incurred for additional waiting time prior to leaving the car park.
- i) We will provide you with instructions of where to meet your driver. The hirer/lead passenger should make contact the driver once all passengers have their luggage. If meeting inside the terminal the driver will have a sign with the Ambassador-Line Southern logo printed on it. The sign will also have the name of the hirer/company or lead passenger as applicable.
- j) If the driver is held in the airport coach park they will not be released to terminal until passengers have their bags. By contacting the driver, you can ensure they are released at the earliest opportunity, bearing in mind they will need to drive to the terminal forecourt. You may have to speak to a marshal to gain permission for the bus to proceed to the terminal. You should be aware that the coach park can be a 10-15mins journey from the terminal.