

Terms and Conditions

- Seatbelts must be worn at all times, in any of our vehicles.
- Smoking and/or the consumption of alcohol is not permitted in any of our vehicles. Passengers drunk at the time of pickup will not be permitted to travel and any monies already paid will be forfeited.
- Greenlight Taxis reserves the right to refuse the consumption of food and drink in any of its vehicles. The Law does not permit onboard glass bottles and drinking vessels
- Any rubbish should be removed by the hirer at their first opportunity and should not be disposed of on the floor of the vehicle.
- Any soiling that requires the car to be taken out of service for cleaning will result in an average charge of £100. This is to cover the cost of cleaning and time off the road.
- Full payment is required on the 1st journey, to the driver.
- We aim to meet you approximately 45 minutes after landing time at the Airport, at designated meeting points, if you have only hand luggage or travelling business class please inform the office. If the flight is early or late there could be a delay as prior work is a priority.
- The hirer is responsible for any information given, please check confirmation carefully and any changes please notify us. Greenlight Taxis will not be responsible for incorrect information given. (Especially return landing date is not the leaving date).
- The final decision of time allowed to travel to the airport is the responsibility of the hirer.
- Any changes in return flight i.e. missed connection, changed flight or cancelled flight, the hire will need to notify us immediately, and if we cannot arrange another car we will refund that part of the journey. If we have gone to the airport without being notified then payment will be required for another car.
- Greenlight Taxis shall not be responsible for failure to perform a contract for any reason outside its control. There is no guarantee that the vehicle will complete the journey in any given time and & Greenlight Taxis will not be responsible for any inconvenience, which may arise, from any delay, traffic congestion, road accident or breakdown, weather conditions etc.

- Greenlight Taxis shall not be held responsible for lost property or for repatriating a passenger with their lost property. Any lost property found will be held at our office for collection.
- The hirer shall be responsible to the Company for any damage to the vehicle or its contents through negligence or misconduct of the hirer or passengers.
- Greenlight Taxis reserve the right to substitute other operators vehicles to perform a contract should the need arise.
- The vehicle allocated for a contract will be constructed to carry the number of passengers requested. Greenlight Taxis reserve the right to refuse anyone that it deems to be a nuisance or danger to its employees or passengers and in extreme cases of nuisance the company may ask the Police to assist in requiring you to alight and may even prosecute such offenders. No compensation or refund will be made to such offenders
- The hirer undertakes to be responsible for the orderly behavior of their party.
- Luggage room is limited on all vehicles. The company therefore limits the amount of luggage carried to one reasonably sized suitcase per passenger plus 1 hand luggage. It is the hirers responsibility to inform the company if their luggage requirements exceed this specification.
- This list of Terms and Conditions is in no particular order and by no means exhaustive. It is subject to amendments or updates at any given time.
- When making a booking with Greenlight Taxis you agree that the following extra charges may be incurred on top of the original fare.

Waiting time

Like all other car firms, we charge if you keep the car waiting over a certain period of time. This recompenses both the driver and us for the delay.

Waiting time charges

40p per minute, £24.00 per hour

Grace period

Standard pick-ups: 5 minutes grace. This means that if you get into the car within the first 5 minutes of the booked time, then there is no waiting charge. However, if you get into the car after (eg) 6 minutes, then the full 6 minutes are chargeable.

Airport pick-ups: Flight Tracking. For all airport pick-ups we require the flight number. This enables us to track your flight for delays and allows you 45 minutes from actual landing time, plus an extra 30 minutes grace for you to get into the car. After this time waiting time charges apply. And the 30 minutes grace will then be charged at £12.00 with a further 40p per minute.

Cancellations and Refund Policy

- Cancellations by the Hirer with less than 24 hours' notice could result in full payment on that journey.
- Cancellations made by the company will result in a full refund of all monies paid.

Payments

Unless agreed otherwise, invoices are issued monthly to the address and relevant person indicated on the Account Application Form. Each invoice only covers bookings up to the end of the applicable calendar month.

Settlement in full is due 30 days from the invoice date.

Greenlight reserves the right to charge interest on unpaid accounts at the base rate of Barclays Bank Plc plus 4% accruing on a daily basis.

The Customer shall pay to Greenlight any reasonable expenses (including those charged by any debt collection agency) together with all legal and court costs incurred in the collection of any overdue payment and the minimum charge in this respect shall be £10.

Pre-authorized account payment is not available at this time.

Queries must be notified in writing to Greenlight within 21 days of receipt of the invoice after which date the Customer shall not be entitled to dispute the amount shown save for manifest or gross error.

Any deposit paid in connection with your account may be forfeit in the event of ongoing late payment of invoices.

Airport pick-ups

Flight tracking

For all airport pick-ups we require the flight number. This enables us to track your flight and ensure your driver is in the airport at the right time to pick you up. If the flight lands late, we will send the driver in at the actual flight arrival time, rather than the scheduled arrival time. This helps to avoid extra waiting time charges.

The driver will be waiting at arrivals with a Greenlight board with your name on it, will call your mobile number and accompany you to your vehicle.

Car parking

For all airport pick-ups, car parking is an additional cost. This is because all drivers are obliged to park and come to arrivals to collect you. The parking charge is added at the end of the journey, and is charged at cost.

Termination of Account

Accounts are terminable by either party in writing on seven days' notice at any time without any reason being given and may also with immediate effect be terminated by Greenlight without notice at any time if any amount is due and unpaid by the

Customer.

Upon termination of the account for whatever reasons all sums payable to or chargeable by Greenlight, or otherwise appearing on the Customer's account, shall become immediately due and payable in full if not already due and payable.

Alteration to these Terms & Conditions

Greenlight reserves the right to alter or vary these terms and conditions in any respect at its absolute discretion upon notifying the Customer of the relevant alterations and of the date upon which such alterations take effect.

Applicable Law

The laws of England and Wales apply.