



SVEA TRANSPORTATION LTD - TERMS & CONDITIONS - CUSTOMER

PAYMENT

If you make payment by credit or debit card, the charge on your statement will be shown as 'SVEA Transportation LTD'.

Car parking charges that are necessarily incurred in order to fulfil your booking will be charged at cost except where this cost is incorporated into our Airport Meet & Greet service charge.

Any variations to the journey that involves extra time or mileage may be subject to additional charges. Toll and congestion charges will be applied, where applicable.

Bookings with pick up times between 2330 and 0459 will be subject to an "unsocial hours" surcharge. This surcharge will also apply to bookings carried out on Christmas Day, Boxing Day, New Year's Eve from 1800 and all-day New Year's Day.

All prices are in pounds sterling and exclusive of VAT unless otherwise stated.

Payment for registered business account bookings is due within 30 days of the date of invoice.

CANCELLATION POLICY

For bookings cancelled within two hours from the requested pick-up time, we reserve the right to make a full charge for the journey.

If the passenger does not show, we reserve the right to make full charge for the journey.

Our booking cancellation policy reflects the availability of the vehicles in our fleet. Upon acceptance of your booking, we reserve the availability of the vehicle for you and subsequently refuse all other bookings for that vehicle at that time and on that date.

TERMS & CONDITIONS

SVEA Transportation Ltd will ensure the vehicle(s) arrive at the time and place requested. We cannot, however, accept responsibility for delays caused by circumstances beyond our control, such as mechanical failure, traffic jams, traffic accidents or extreme weather conditions. Nor do we accept responsibility for any consequential loss. SVEA Transportation Ltd shall be under no liability whatsoever to the client for any indirect loss (including loss of profit) suffered by the client arising out of a breach by SVEA Transportation Ltd of this contract.

The driver will travel by the most appropriate route on the day, unless instructed otherwise by the client, in which case an additional payment may apply. Unless specified at the time of booking, we may not automatically be able to accommodate additional pick-ups or drop-offs for any journey, although every effort will be made to meet such requirement.

If our driver is asked to wait either at the beginning or during a journey, waiting time is chargeable at our current standard rate.

Non-airport collections: Except for a 30-minute 'grace' period waiting charges will apply from the booked time, at our current standard rate.

We reserve the right to refuse entry to our vehicles to anyone who is thought to be under the influence of alcohol or drugs and/or whose behaviour poses a threat to the safety of the driver, the vehicle or other passengers within the vehicle. We further reserve the right to terminate any journey due to unreasonable or improper behaviour by any passenger.

If special cleaning of any vehicle is required because it has been left in an unreasonable state by a passenger/client, we reserve the right to charge the cost of cleaning to that passenger/client.

We reserve the right to substitute any vehicle or driver.

Nothing contained in these terms and conditions affects the client's statutory rights.