

T&C's // BOOKING CONFIRMATION:

This email is confirmation of your booking.

(Subject to receiving your £100 non-refundable deposit per booking/journey*
*NB if your bookings/journeys are less than £100 each way the gross amount for
each journey/booking is required.)

Please check it carefully as we will not be held responsible for any missed
flights/late arrivals.

We can only advise driving time's but these can't be guaranteed.

If you would like to reconfirm your booking verbally, please do so only during office
opening hours
(0900-1700).

ALTERATIONS & CANCELLATIONS:

If you need to make any changes to your booking, please do so as soon as possible.
Leaving it to the last minute may result in disappointment if we are unable to help
with your request.

Our drivers are not allowed to take bookings or alteration details in the car, so to
avoid any embarrassment please phone or email all the details through to the office.

**Cancellation charges: 100% of the booking amount if
cancellation is less than 48 hours of the pick-up/meet
and greet.**

*****We are happy to provide whatever information your
travel insurer requires from you, in order for you to re-
claim non-refundable fees from Exec-Merc.*****

LUGGAGE:

Please ensure that you have ordered the correct size vehicle for you and your
luggage, as we are unable to advise you, due to being unaware of your luggage size.
For safety reasons, luggage is not permitted inside the car and must be stowed in
the boot; furthermore, hand luggage is classed as a laptop/ handbag. We do have a
range of vehicle sizes available, priced according to size.

If you are unsure of the vehicle size that you require, please call/email the office
for advice.

*****If the driver is unable to fit your entire luggage in the boot then, regretfully, you
will be asked to leave the excess behind.*****

OUTBOUND FLIGHTS:

A text will be sent to the booking mobile when the driver is outside your pick-up, please be ready for collection at the time agreed. If you are not, we reserve the right to charge for waiting time after the driver has been at the pick-up for more than 15 minutes. If our car has not turned up at the agreed time, and the driver has not contacted you to explain his delay, then please call the appropriate phone number immediately - +4423 9424 9956.

INBOUND FLIGHTS:

Please ensure you have advised us of your landing date and time *and not* your take-off date and time. Do be aware that some flights take-off and land on different dates. Waiting time will be charged as a result of us being given the wrong landing time. Notification of the wrong date will incur a 100% charge.

If you have advised us of your mobile phone number, please ensure you switch it on once your flight has landed in case the driver has been delayed and has left a message/voice mail for you.

Our driver will meet you at the designated meeting point and will text you on your mobile 24-12 hours before your arrival as to advise where he/she will meet you - FYI - (meeting points can be found below).

If you are delayed coming through arrivals for any reason (due to lost or damaged baggage etc.) please advise the driver. We do monitor inbound flight arrivals and are able to cope with most operational delays, however in the event of a delay that is over two hours we would be grateful if you are able to contact us with any information you have been given if at all possible. In the event of a change of flight number or should you re-book your inbound flight, it is your responsibility to advise us of the change of arrival time as we will not be able to track what has happened to you otherwise. We will do our best to accommodate any such change. In the event that your flight is delayed or cancelled, we do not charge for scheduled landing unless it falls under one of the following points below:

1. If a flight is cancelled less than 2 hours before the scheduled landing time and the driver has already set off or is there waiting then there will be a full fare (100%) cancellation charge. Alternatively waiting time will be added if requested to wait until the next available flight.
2. If a flight is diverted less than 2 hours prior to the schedule landing time, waiting time will be charged according

PAYMENT:

All bookings are subject to a £100 non-refundable deposit* (*NB Above).

If the deposit is not received within 7 days of your booking confirmation email - your booking will be automatically cancelled; and a CANCELLATION of BOOKING will be sent to you.

If paying the driver, cash is the only means of payment on the day of travel.

We are able to accept payment by cash or credit/debit card (*a 2.5% merchant fee applies for AMEX credit card payments only*). All card payments must be received 96 hours prior to travel.

All card payments can be made via the PayPal link on your confirmation email or call the office

0900-1700 to make a card payment over the phone. (A receipt will be provided).

Acceptable cards: AMEX, Mastercard Credit/Debit, Visa Credit/Debit.

Meeting Points

London Heathrow Terminal 2 (LHR T2) domestic (UK) arrivals.

London Heathrow Terminal 2 domestic (UK) arrivals: Driver will meet you as you enter the arrivals hall at Cafe Nero.

London Heathrow Terminal 2 (LHR T2) international arrivals.

The driver will meet you at TravelEx - Café Nero - Boots - Look for the "information point/rental cars" and then you will see the above to your left.

London Heathrow Terminal 3 (LHR T3)

For LHR Terminal 3 the meet & greet point is Café Nero - Boots - Walk past M&S to your left and you will see WHSmith in front of you - the above are to the left of WHSmith.

London Heathrow Terminal 4 (LHR T4).

London Heathrow terminal 4: As you enter the arrivals hall turn right, the driver will be stood at the end of the arrivals walk-way in front of Costa coffee.

[London Heathrow Terminal 5 \(LHR T5\) international arrivals.](#)

London Heathrow terminal 5 international arrivals: We meet at the **GREEN lifts** & meeting point NORTH. As you enter the arrivals hall, and face Costa coffee, turn right, you will eventually come to it just after the large digital arrivals board.

[London Heathrow Terminal 5 \(LHR T5\) domestic \(UK\) arrivals.](#)

London Heathrow terminal 5 domestic (UK) arrivals: Driver will meet you as you enter the arrivals hall.

[London Gatwick North \(LGW-N\) international arrivals.](#)

London Gatwick North meeting point can be found when you clear the barriers turn right and the driver will be stood near to Costa coffee.

[London Gatwick North \(LGW-N\) domestic \(UK\) meeting point.](#)

London Gatwick North domestic (UK) meeting point: Driver will meet you as you enter the arrivals hall.

[London Gatwick South Terminal \(LGW-S\) international arrivals.](#)

The London Gatwick south meeting point will be in front of Costa coffee: When you come into the arrivals hall you bear round to your right and go back on yourself and you'll find the Costa on your left-hand side.

[London Gatwick South \(LGW-S\) domestic meeting point.](#)

The London Gatwick South UK Arrivals meeting point can be found directly in front of you as you leave the arrivals hall next to the lifts up to departures.