



Airport Transfer Terms & Conditions

Effective Date: 23/05/2026

Business Name: Alz Travel LTD

Contact Information: 07894 498845/07947 354886 or
bookings.alztravel@gmail.com

Website: www.alztravel.com

These Terms & Conditions apply specifically to all airport transfer services provided by Alz Travel LTD.

1. Booking & Confirmation

1.1 All airport transfer bookings are subject to availability.

1.2 A booking is only confirmed once confirmation has been issued by the Company via email, SMS, phone call, or booking system.

1.3 Customers are responsible for providing accurate booking details, including:

- Flight number
- Airline
- Terminal
- Departure or arrival time
- Pick-up and drop-off addresses
- Passenger numbers
- Luggage requirements

1.4 The Company cannot accept responsibility for incorrect information supplied by the Customer.

2. Flight Monitoring

2.1 For airport arrivals, the Company will monitor flights using the flight number provided at booking.

2.2 Pickup times may be adjusted based on actual flight arrival times where possible.

2.3 Flight monitoring is only available where a valid flight number has been provided.

3. Waiting Time

Airport Arrivals

3.1 The following complimentary waiting times apply from the flight landing time:

- Domestic flights: 30–45 minutes
- International flights: 45–60 minutes

3.2 Additional waiting time will be charged at £10 per 15 minutes.

3.3 If the Passenger cannot be contacted after the included waiting period, the Driver may leave the pickup location and the booking may be treated as a no-show.

Other Pickups

3.4 For hotel, residential, or business pickups, a standard waiting time of 5–15 minutes is included.

3.5 Additional waiting charges may apply after the included waiting period.

4. Delayed, Cancelled, or Diverted Flights

4.1 The Company will make reasonable efforts to accommodate delayed flights.

4.2 If a flight is significantly delayed and the assigned Driver becomes unavailable, the Company may arrange an alternative Driver or vehicle where possible.

4.3 If a flight is cancelled, the Customer must notify the Company as soon as possible.

4.4 Failure to notify the Company of flight cancellations may result in the full fare being charged.

4.5 The Company is not responsible for airline schedule changes, diversions, or cancellations outside its control.

5. Cancellations & Refunds

5.1 Customer cancellations:

- More than 24 hours before pickup: Full refund.
- Between 12–24 hours before pickup: 50% cancellation fee.
- Less than 12 hours before pickup: Full fare payable.

5.2 No-shows are non-refundable.

5.3 Refund processing times may vary depending on the payment provider.

6. Pricing & Additional Charges

6.1 Quotes are based on the information supplied at booking.

6.2 Additional charges may apply for:

- Airport parking fees
- Toll charges
- Additional waiting time
- Extra pickup/drop-off locations
- Excess luggage
- Late-night or holiday travel
- Vehicle cleaning or damage

6.3 Any extra charges will be payable by the Customer.

7. Meet & Greet Service

7.1 Meet & greet services may include the Driver waiting inside the terminal with a name board.

7.2 Airport parking charges may apply to meet & greet bookings.

7.3 Customers must keep their mobile phone switched on after landing to assist with contact.

7.4 Customers must request meet & greet when booking.

8. Passenger & Luggage Responsibilities

8.1 Customers must book a suitable vehicle for the number of passengers and luggage.

8.2 Excess luggage not declared at booking may result in:

- Additional charges
- Requirement for a larger vehicle
- Cancellation without refund if transport cannot safely proceed

8.3 Dangerous, illegal, or hazardous items are prohibited.

9. Child Seats

9.1 Child seats must be requested at the time of booking.

9.2 Availability of child seats cannot be guaranteed unless confirmed in writing.

9.3 Customers may provide their own child seats if preferred.

10. Passenger Conduct

10.1 Drivers may refuse transport where a Passenger:

- Is abusive or threatening
- Is excessively intoxicated
- Causes damage or safety concerns
- Refuses to comply with reasonable instructions

10.2 Cleaning or repair charges for damage or excessive soiling will be charged to the Customer.

11. Delays & Liability

11.1 The Company will make reasonable efforts to ensure timely service.

11.2 The Company is not liable for delays caused by:

- Traffic congestion
- Road closures
- Weather conditions
- Accidents
- Airport disruptions
- Security delays
- Circumstances beyond reasonable control

11.3 Customers should allow sufficient travel time for flights, including airport check-in and security requirements.

11.4 The Company is not liable for missed flights or consequential losses unless caused directly by proven negligence.

12. Lost Property

12.1 Any property left in the vehicle should be reported promptly.

12.2 The Company accepts no responsibility for lost or damaged items.

12.3 Returned property may incur a delivery or administration charge.

13. Data Protection

13.1 Personal information will be processed in accordance with applicable data protection laws, including UK GDPR where applicable.

13.2 Customer information will only be used for operational, booking, and legal purposes.

14. Complaints

14.1 Complaints should be submitted within 7 days of the journey.

14.2 Complaints can be sent to:

- Email: bookings.alztravel@gmail.com
- Phone: 07894 498845

The Company will aim to respond within 5–10 working days.

15. Governing Law

These Terms & Conditions shall be governed by the laws of United Kingdom and subject to the jurisdiction of the courts of England and Wales.