



Private Hire Transport Booking Terms & Conditions

Effective Date: 23/05/2026

Business Name: Alz Travel LTD

Contact: 07894 498845 or bookings.alztravel@gmail.com

Operating Area: Cambridgeshire, Norfolk & Lincolnshire

These Terms & Conditions apply to all bookings made with Alz Travel LTD for private hire transport services.

1. Definitions

- “Company” refers to Alz Travel LTD.
- “Customer” refers to the individual or organisation making the booking.
- “Passenger” refers to any person travelling under the booking.
- “Driver” refers to the licensed private hire driver assigned to the booking.
- “Journey” refers to the transport service booked with the Company.

2. Booking Confirmation

2.1 All bookings are subject to availability.

2.2 A booking is only confirmed once the Company has issued confirmation by phone, email, SMS, or booking system.

2.3 The Customer is responsible for ensuring all booking details are accurate, including:

- Date and time
- Pick-up and drop-off locations
- Number of passengers
- Luggage requirements
- Special requirements

2.4 The Company reserves the right to refuse or cancel bookings at its discretion where necessary for safety, licensing, or operational reasons.

3. Fares & Payment

3.1 Fares are quoted based on the information provided at the time of booking.

3.2 Additional charges may apply for:

- Extra waiting time
- Route changes
- Additional pick-ups/drop-offs
- Airport parking or tolls
- Excess luggage
- Soiling or damage to the vehicle

3.3 Payment terms:

- Payment may be required in advance for certain bookings.
- Accepted payment methods: [Cash/Card/Bank Transfer/Online Payment].
- Business account customers must pay invoices within 30 days.

3.4 Unpaid balances may result in cancellation of future bookings.

4. Cancellations & Refunds

4.1 Customer cancellations:

- More than 24 hours before pickup: Full refund.
- Between 12–24 hours before pickup: [50%] cancellation charge.
- Less than 12 hours before pickup or no-show: Full fare payable.

4.2 Airport transfers may be subject to separate cancellation terms.

4.3 The Company reserves the right to cancel a booking due to:

- Severe weather
- Vehicle breakdown
- Driver illness
- Circumstances beyond reasonable control

4.4 Where the Company cancels a booking, any prepaid fare will be refunded in full.

5. Waiting Time

5.1 Standard waiting time:

- Local pickups: 5–15 minutes included.
- Airport pickups: 30–60 minutes after flight landing time included.

5.2 Additional waiting time will be charged at £1 per minute or part thereof.

5.3 If the Passenger cannot be contacted after the waiting period, the Driver may leave and the booking will be treated as a no-show.

6. Passenger Conduct

6.1 Passengers must:

- Wear seatbelts where required by law.
- Behave respectfully toward Drivers.
- Avoid causing damage to vehicles.

6.2 The Driver may refuse carriage to any Passenger who:

- Is abusive, threatening, or violent
- Appears excessively intoxicated
- Poses a safety risk
- Is carrying prohibited substances or dangerous items

6.3 Cleaning or repair costs resulting from damage, spillages, or soiling will be charged to the Customer.

7. Child Seats

7.1 Customers are responsible for requesting child seats at the time of booking where required.

7.2 Availability of child seats cannot always be guaranteed unless confirmed by the Company.

7.3 Customers may provide their own child seats if preferred.

8. Delays & Traffic

8.1 The Company will make reasonable efforts to ensure timely arrival.

8.2 The Company is not liable for delays caused by:

- Traffic congestion
- Road closures
- Weather conditions
- Accidents
- Events outside reasonable control

8.3 Customers should allow adequate travel time, particularly for airport or event transfers.

9. Luggage

9.1 Customers must inform the Company of any excessive or unusual luggage requirements at booking.

9.2 Drivers may refuse luggage that exceeds vehicle capacity or could damage the vehicle or compromise safety.

10. Lost Property

10.1 Any property left in a vehicle should be reported as soon as possible.

10.2 The Company accepts no responsibility for lost or damaged property.

10.3 Returned items may be subject to a delivery or administration charge.

11. Liability

11.1 The Company's liability is limited to the value of the booked journey except where otherwise required by law.

11.2 The Company is not liable for:

- Missed flights, trains, or appointments
- Indirect or consequential losses
- Delays outside its reasonable control

11.3 Nothing in these Terms excludes liability for death or personal injury caused by negligence where such liability cannot legally be excluded.

12. Data Protection

12.1 Customer information will be processed in accordance with applicable data protection laws, including the UK GDPR where applicable.

12.2 Personal information will only be used for booking administration, customer service, and legal obligations.

13. Complaints

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

13.2 Complaints can be sent to:

- Email: bookings.alztravel@gmail.com
- Phone: 07894 498845 or 07947 354886

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

14. Amendments

The Company reserves the right to update these Terms & Conditions at any time. Updated versions will apply to future bookings.

15. Governing Law

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