

1.0 Privacy / Use of data

1.1 SilverLine Executive Transfers is committed to adhering to the principles of GDPR legislation in the United Kingdom and is registered with the Information Commissioner's Office (ICO)

1.2 SilverLine Executive Transfers complies with the following principles of the GDPR:

- a) Personal data shall be processed lawfully, fairly and in a transparent manner in relation to individuals;
- b) Personal data shall be collected for specified, explicit and legitimate purposes and not further processed in a manner which is incompatible with those purposes;
- c) Personal data shall be adequate, relevant and limited (minimised) to what is necessary in relation to the purposes for which they are processed;
- d) Personal data shall be accurate and, where necessary, kept up to date. Inaccurate personal data must be erased or rectified without delay;
- e) Personal data processed for any purpose/s shall not be kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data is processed;
- f) Personal data shall be processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing, and against accidental loss, destruction or damage, using appropriate technical and organisational measures.

2.0 Bookings

2.1 A quote will be given at the time of booking and will take into account an estimate of miles using the shortest route and the time incurred by the driver driving from base, back to base.

2.2 All bookings must be pre-booked in advance. The booker must be 18 years or over.

2.3 The actual journey, date, time and customers contact details must be confirmed in advance. SilverLine Executive Transfers cannot be held liable for any mistakes made by the customer at time of booking.

2.4 Confirmation will be sent via email once amendments are fulfilled. We do not charge for making an amendment.

2.5 Amendments including additional mileage or waiting time to the journey other than that which was quoted for and agreed at the time of booking may be fulfilled, however in such cases may incur extra charges.

2.6 All bookings are accepted from clients on the understanding that the client agrees to these terms and conditions of business, to the exclusion of all others.

2.7 Clients must book their airport transfer in accordance with check in times and guidelines provided by their relevant airline. If a journey is at rush hour time, please be advised extra travel time may be required.

3.0 Charges

3.1 All charges will be quoted in GBP.

3.2 Once the price has been quoted and the booking confirmed, the price quoted will not be changed by us unless this is as a result of amendments by the hirer incurring additional charges. These will be notified to you at the time.

3.3 A grace of 15 minutes maximum waiting time will be included free of charge for address collections and 60 minutes free waiting time will be allocated to each sea/airport booking.

3.4 If a passenger does not show at the agreed time of pick up, your booking may be subject to additional waiting time and car park charges. SilverLine Executive Transfers allow a total maximum waiting time of 90 minutes (as long as the vehicle is able to wait & other work is not affected. If the vehicle has to leave, no alternative transport, refunds or compensations will be made/paid). In the event that SilverLine Executive Transfers are unable to make contact with the client, we will classify this reservation to be a "no show" and all monies paid will be non-refundable.

3.5 SilverLine Executive Transfers will not wait in un-designated areas or where a fine could be imposed.

4.0 Payment

4.1 Payment can be made by BACS/CHAPS

7.0 Cancellation

We understand that plans can change and we make every effort to accommodate our customers.

7.1 A booking can be cancelled up to 24 hours before the vehicle sets off at no charge.

7.2. Any booking cancelled under 24 hours before the vehicle sets off will be charged at 50%.

7.3 Any booking cancelled after the vehicle has set off will be charged at 100%.

7.3 If the client does not appear (no show) at the time and place designated as the pickup point and we are unable to make contact with the client then 100% of the rate will apply.

7.4 In the unlikely event that we are unable to complete bookings for reasons beyond our control, SilverLine Executive Travels reserve the right to cancel any hire, due to unforeseen circumstances – e.g. Weather / Road conditions / Traffic delays / War / Strikes / Riots / Acts of God. or make alternative arrangements to get the hirer and party to your destination. It is at our entire discretion to determine the method of onward travel, Alternatively the hirer may make alternative arrangements at their cost, for which no claim can be made against SilverLine Executive Travels. The hirer accepts that the hire is based on a best endeavour basis and therefore, no specific guarantees can be made in terms of time, reliability of the vehicle and/or events out of our direct control of the chauffeur or SilverLine Executive Travels. A full refund (incl. deposit) of the hire cost paid will be refunded by the same means the hire was paid. No compensation or additional fees will be paid.

8.0 Journey

8.1 SilverLine Executive Travels will travel by the most appropriate route on the day using our experience & knowledge of local conditions, unless instructed otherwise by the customer at the time of booking.

8.2 Our Chauffeurs will be punctual and expect to arrive at the pickup point 10 minutes before the booking time, however we do not accept responsibility for delays caused by circumstances outside of our control.

9.0 Health & Safety

9.1 The chauffeur will drive at safe and sensible speeds, taking into consideration road conditions, traffic and will obey all traffic regulations and legal speed limits at all times.

9.2 It is against UK law to smoke in private hire vehicles. SilverLine Executive Travels maintains a strict non-smoking policy in all its vehicles.

9.3 Personal alcohol or any illegal substances may not be consumed or carried in your chauffeured vehicle.

9.4 UK law dictates that seatbelts must be worn at all times. The hirer agrees that all passengers will wear seatbelts correctly throughout the duration of the journey. By law, small children require additional appropriate restraints. SilverLine Executive Travels do not supply child boosters or seats but the hirer can provide their own and SilverLine Executive Travels will store car seats at our office free of charge whilst the passengers are away and return them on the return journey.

9.5 Food and drink may only be consumed within our vehicles at the discretion of the chauffeur.

9.6 We reserve the right to refuse to carry any passenger who is thought to be under the influence of alcohol or drugs and whose behaviour poses a threat either to the Chauffeur, the

vehicle or any other passenger(s). SilverLine Executive Travels will not tolerate any verbal or physical abuse directed to its Chauffeurs or other staff. The safety of our chauffeur and passenger/s is paramount at all times.

9.7 SilverLine Executive Travels Insurers will not cover injury caused by passenger's irresponsibility such as not wearing a seat belt or opening doors before the vehicle has come to a halt.

9.8 Under no circumstances will the vehicle carry more passengers than the vehicle is licensed and insured to carry. The Company prohibits any other person other than the Chauffeur driving the vehicle.

9.9 Where applicable your chauffeur will brief you prior to your departure, detailing where the first aid kit / fire extinguisher can be located.

9.10 No animals are allowed in any of our vehicles, except working dogs.

10.0 Passenger Responsibilities

10.1 The hirer must respect the vehicle and is fully responsible & liable for any damage they cause to the interior and exterior of a vehicle or it's contents on hire to them. The hirer agrees to be held liable for the retail cost of any subsequent repair or valeting required in order to reinstate a vehicle to working order. The hirer will also be liable at a fixed rate for the loss of work whilst the car is being repaired and unable to be used.

10.2 The Company accepts no responsibility for any accidental damage caused by clients, to the interior or exterior of the vehicle. SilverLine Executive Travels cannot be held responsible for spillages on customers clothing or articles. The hirer accepts responsibility on behalf of the hirer's party for any losses or damage to the property of SilverLine Executive Travels that is provided in the vehicles, this includes, but is not limited to glassware, iPad etc.

11.0 Property

11.1 SilverLine Executive Travels are fully insured for passenger(s) and third party claims. However, customer property is carried entirely at their own risk and SilverLine Executive Travels shall not be held responsible / liable for any loss / damage to such property.

11.2 Client/passenger must check at the drop off point that any luggage, computers, mobile phones etc have not been left behind. Please ensure that all belongings have been accounted for before your chauffeur departs. We cannot guarantee that once your chauffeur has left you that they will be able to return items left in the vehicle to you immediately.

11.3 For safety and comfort on no occasion will we put luggage on the seats, as they may get damaged.

11.4 SilverLine Executive Travels keep a record of all lost property at their office and will endeavour to return any lost goods left in our vehicle(s) to the customer, although a delivery charge may apply. If the lost property has not been claimed despite our best efforts within 24 hours, we pass it onto our local police station. We cannot be held responsible for items left in the vehicle.

11.5 For all enquiries regarding lost property you should contact the office on 0114 2492529 or info@silverlinesheffieldtaxi.co.uk

12.0 Insurance

12.1 SilverLine Executive Travels are insured for passenger travel only. This insurance is for public liability and does not constitute travel insurance.

13.0 Liability

13.1 SilverLine Executive Travels do not accept liability for missed flights/events, loss or damage to luggage or consequential losses due to circumstances beyond our control (you may wish to consider taking out insurance against any unforeseen circumstances).

14.0 Complaints

14.1 SilverLine Executive Travels aim to provide exceptional levels of service on every journey. If you feel you have cause for complaint, please contact the office either by telephone 0114 2492529, in writing or by email: info@silverlinesheffieldtaxi.co.uk within 14 days. If writing, please direct your correspondence to the office address on your invoice.

15.0 Rights

15.1 SilverLine Executive Travels reserve the right to refuse a booking.

15.2 Nothing contained in these terms and conditions can affect the Client's' statutory rights.