

# Terms & Conditions

## SilverLine Executive Travels

Last updated: December 2025

These Terms & Conditions apply to all bookings made with SilverLine Executive Travels.

### 1.0 Privacy / Use of Data

1.1 SilverLine Executive Travels complies with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 and is registered with the Information Commissioner's Office (ICO).

1.2 Personal data is processed lawfully, fairly and transparently, collected for legitimate purposes, limited to what is necessary, kept accurate and up to date, retained only as required and protected using appropriate technical and organisational measures.

1.3 Personal data is used solely for booking management, transport services, payment processing, customer communications and legal or regulatory compliance.

1.4 Further details are set out in the Company's Privacy Policy.

### 2.0 Bookings

2.1 Quotations are provided at the time of booking and are based on estimated mileage using the most appropriate route, including the driver's journey from and back to base.

2.2 All bookings must be made in advance by persons aged 18 years or over.

2.3 The hirer is responsible for ensuring all booking details are accurate at the time of confirmation.

2.4 Booking confirmations and amendments are issued by email. Additional costs may apply where changes affect mileage, waiting time or duration.

2.5 Amendments that materially alter the journey may incur additional charges, which will be advised at the time.

2.6 All bookings are accepted subject to these Terms & Conditions.

2.7 Airport transfers must be booked in line with airline check-in requirements and guidance.

### 3.0 Charges

3.1 All charges are quoted in GBP (£).

3.2 Prices remain fixed once confirmed unless amended by the hirer.

3.3 A free waiting period of 15 minutes applies to standard address collections and 60 minutes to airport or seaport arrivals.

3.4 Failure to appear at the agreed pickup time may result in a no-show charge and forfeiture of all monies paid.

3.5 Vehicles will not wait in non-designated or penalised areas.

### 4.0 Payment

4.1 Payment is made online via invoice unless otherwise agreed in advance.

### 5.0 Cancellation

5.1 Cancellations made more than 24 hours before vehicle dispatch incur no charge.

5.2 Cancellations within 24 hours of dispatch are charged at 50% of the booking value.

5.3 Cancellations after dispatch or no-shows are charged at 100%.

5.4 Where services cannot be completed due to circumstances beyond our control, a full refund will be issued with no additional compensation.

## 6.0 Journey

6.1 Routes are selected based on prevailing conditions unless otherwise agreed.

6.2 Arrival times are estimates and delays outside our control cannot be guaranteed.

## 7.0 Health & Safety

7.1 Chauffeurs comply with all applicable road traffic laws.

7.2 Smoking, vaping, illegal substances and unauthorised alcohol consumption are prohibited in all vehicles.

7.3 Seatbelts must be worn at all times. Child seats remain the responsibility of the hirer.

7.4 Passengers posing a safety risk may be refused travel.

7.5 Only registered assistance dogs are permitted.

## 8.0 Passenger Responsibilities

8.1 Hirers are liable for damage caused to vehicles or contents and associated loss-of-use costs.

8.2 The Company accepts no responsibility for damage caused by passengers to themselves or their belongings.

## 9.0 Property

9.1 Customer property is carried entirely at the owner's risk.

9.2 Passengers must ensure all belongings are removed at journey completion.

9.3 Lost property may be retained for a limited period before being passed to the local police.

9.4 Enquiries should be sent to [info@silverlineexecutivetravels.co.uk](mailto:info@silverlineexecutivetravels.co.uk).

## 10.0 Insurance

10.1 Public liability insurance is held; this does not constitute personal travel insurance.

## 11.0 Liability

11.1 The Company accepts no liability for losses caused by circumstances beyond its control.

## 12.0 Complaints

12.1 Complaints must be submitted within 14 days of the journey by email.

## 13.0 Rights

13.1 SilverLine Executive Travels reserves the right to refuse bookings.

13.2 Nothing in these Terms & Conditions affects statutory rights.