



## TERMS & CONDITIONS

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### ❖ Definitions

"Excelsior Taxis", "our office", "we" and "our" meaning Excelsior Taxis Limited (Company Number 8369392).  
"The driver" refers to the employed or subcontracted driver for or on behalf of Excelsior Taxis Limited.  
"The hirer", "you", "your", "passenger" meaning any individual, company or other business that places a booking with Excelsior Taxis Limited.

### ❖ Animals & Pets

The hirer must inform us at the time of booking if a domestic animal is to be transported within the vehicle. All domestic animals must be carried in a suitable container, cage or adequately restrained by lead. The driver may reserve the right to refuse any animal and cancel a booking on arrival if we have not been informed of the requirement to carry an animal.

**Guide dogs are exempt and are permitted to be carried in any passenger vehicle.**

### ❖ Booking & Travel Time

On request our office can only advise on a suggested departure time and it is the responsibility of hirer to ensure sufficient time is allowed for the journey and any delays caused by traffic conditions. Excelsior Taxis Limited shall not be held responsible for any delays in reaching your destination.

When booking a passenger vehicle, it is the responsibility of the hirer to request a vehicle suitable for the number of passengers and luggage. Excelsior Taxis cannot guarantee to carry excessive amounts of luggage. A child regardless of age counts as one passenger.

Excelsior taxis is an operator and agent for other taxi and private hire companies, on occasions we will use alternative suppliers without given notice.

### ❖ Driver Arrival

With each booking made the driver will make every effort to arrive on time or shortly before, in some instances the driver maybe delayed due to circumstances beyond his/her control.

Our driver or office will make efforts to contact you to advise of the vehicle arrival.

**The driver will not be expected to enter any venue or knock on doors to locate you.**

### ❖ Cancellations & Refunds

For all prepaid journeys or deposits taken for any transfer, 100% of fees taken will not be refunded if the vehicle has already been dispatched.

For cancellations within 24 hours prior to the booking (but not after the driver has been dispatched) 50% of any fees already paid with be refunded.

For cancellations earlier than 24 hours 100% refund will be issued.

Should you fail to arrive for your taxi on time the driver will wait 5 minutes before departing after the scheduled time and no refunds will be issued.



## ❖ Children & Car Seats

The UK law states that taxis are exempt from legislation relating to children travelling in a child seat or booster. Excelsior Taxis may be able to supply booster seats on occasion subject to availability, however it is the responsibility of hirer to ensure the seat is safely fitted.

If you require a child seat for your journey it is the responsibility of the hirer to supply and safely fit before the commencement of any journey.

The driver or office can safely store any child seat if a return journey is required.

Children are not permitted to travel unaccompanied unless under an agreement with a school or council.

## ❖ Complaints

In the event of a complaint being made, the hirer should endeavour to seek a solution at the time through the assistance of the driver or our office. If this has not provided a remedy, complaints should be submitted in writing and within 14 days of the event occurring.

Complaints will be acknowledged within 14 working days and the company will aim to resolve any complaint within 28 days of it being made.

## ❖ Quotations

All quotations are based on information given by you, Excelsior Taxis will calculate the cost of any journey based on the shortest route, however in the event of road works, delays, floods or accidents an alternative route may be sought which could result in an addition charge being made.

Alternative routes, added stops and/or waiting time is not factored in a quotation unless stated at the time of enquiry, therefore additional charges may be added to the original cost.

We reserve the right to change a quotation after it has been provided if external costs have risen, in this event we will contact you to advise of new quotation allowing sufficient time for cancellation.

**Quotations are only valid for 30 days from the date of email or telephone call.**

## ❖ Waiting Charges

Our standard waiting charge is £10 per 15-minute block and will be added to the cost of any journey where waiting time is incurred – unless previously agreed at time of booking and is factored into the cost of the journey.

In relation to collection of any passenger(s) from an airport, we arrive 45 minutes after the last known estimated time of arrival. We reserve the right to charge a rate of £10 per 15-minute block for waiting time occurred after our arrival - where applicable and at our discretion.

## ❖ Smoking & Alcohol

The hirer or Passengers are not permitted to smoke (Including Vape) or consume alcohol in any passenger vehicle. The driver reserves the right to decline carriage to any passenger who in the driver's opinion is intoxicated by any substance.

## ❖ Violence & Abuse

Excelsior Taxis reserves the right to refuse or terminate any journey with immediate effect if we feel that the driver or vehicle is at risk of damage, violence or abuse by the hirer or any passenger in your party.

The driver has the right to remove all passengers from the vehicle as soon as it is safe to do so.

No refunds will be offered if the journey is part way through.

**Violence or abuse will not be tolerated, any such incident will be reported to the Police**

## ❖ Damage & Soilage

We may charge cost of repairs or cleaning charges plus the potential loss of earning for the driver in the event of soiling or vomit. In the event of any of our passenger vehicles being damaged by any passenger we will seek to recover the costs of repair in full.

**Soilage charges start at £100 and may increase in cost subject to 3rd party cleaning fee's.**

## ❖ Taxis & Private Hire

Excelsior Taxis Ltd is the trading name of Excelsior Taxis. The word taxi is used in our business name to described the type of work we do (a car and driver who can be hired to transport general public for financial gain) we are now a licensed private hire operator and not hackney carriage meaning all our vehicles must be pre-booked and a price will be provided at the time of booking.

None of our vehicles have meters and are not permitted to be hailed or sit on taxi ranks plying for hire.

## ❖ Statement

We shall make every effort to get you to your destination on time, however in the event of any delays caused by traffic conditions or adverse weather conditions, Excelsior Taxis can not be held liable for any losses.

Under no circumstances shall Excelsior Taxis be liable (in contract, tort or otherwise) for any loss of profits, business, flights or connections.

## ❖ Tipping Your Driver

If you have been pleased with the service received you are welcome to pay a tip to your driver. Gratuities can be paid in cash or card direct to your driver.

Excelsior Taxis have no financial involvement with any tips that maybe received.

Any charges quoted do not include any gratuities to the driver or staff involved.

## ❖ Airport Transfers

UK airports charge a fee to drop off passengers at the airport, this will be included in your quoted cost.

For inbound flights, our driver will aim to arrive at the airport 45 minutes after the last known time of flight arrival, to avoid costly parking charges.

Your driver will meet you in the arrival's hall, unless alternative arrangements have been made prior to our driver being dispatched.

Parking and any waiting charges (where applicable) will be added to all collections from any airport.

## ❖ Payment

All our drivers accept cash or card payment for the services provided, this may be collected before or after the journey at the discretion of the driver.

On occasion our office may request payment in advance and a payment link will be sent by text or email.