

Terms & Conditions

Exeter Airport Parking LTD Standard Terms and Conditions for Airport Parking. Booking at Briar House Exeter Airport Parking LTD

Cancellations/Amendments Procedure

If you need to amend or cancel your booking please call 01392 367009, email us at tanya@exeterairportparkingltd.co.uk. Please check all booking details on receipt of confirmation. For cancellations please include your booking reference number and address details. For booking amendments please include your reference number and details of required changes.

Exeter Airport Parking LTD Standard Terms and Conditions ("the Conditions")

This is a legal document which contains contractual provisions. Your Statutory Rights are not affected.

1. Booking confirmation

- 1.1 We confirm bookings made by email or by phone.
- 1.2 We confirm bookings made by phone by the operator giving you a booking reference.
- 1.3 All services are subject to availability.
- 1.4 Exeter Airport Parking LTD reserves the right not to accept or fulfil a booking.

2. Cancelling a booking

- 2.1 You may cancel a booking for any reason, including not accepting these conditions, up to 14 days (50% refund) or 7 days (no refund) before the parking period begins.
- 2.2 If you cancel after the time in 3.1 or do not turn up, we will charge you the full parking fee for the whole parking period.
- 2.3 Cancellation must be in writing by post to the Exeter Airport Parking LTD, Briar House, Clyst Honiton, Exeter, Devon, EX5 2LZ, or by email tanya@exeterairportparkingltd.co.uk.
- 2.4 For the purposes of conditions 1 and 3, the parking period begins at one minute past midnight on the first day of the parking period.

2.5 Failure to comply with clause 7.1.2 and 7.2 shall entitle the company to cancel the booking and refuse to park the vehicle without any liability to you for any consequential loss or inconvenience. In the event of such cancellation you will not receive a refund.

3. Prices and payments

3.1 The price will be in pounds sterling. It will be the price confirmed at the time of making your booking no matter what prices we may quote elsewhere or in any promotional offer.

3.2 You can pay for the parking period using an approved payment card when you make the booking.

3.3 If there are any extra charges due, you must pay these in full before you leave the car park.

4. Exclusion and limits of our responsibility

4.1 We will not accept legal responsibility for the following

4.1.1 Loss or damage covered by your own insurance.

4.1.2 Personal property left in the vehicle or coach or left unattended at any time.

4.1.3 Transport delays between the car park and the airport caused by traffic congestion, coach breakdown or any other cause beyond our control.

4.1.4 Loss arising from a stolen or mislaid receipt or ticket for the vehicle.

4.1.5 Loss of or damage to the vehicle arising from mechanical or electrical failure, self-locking, pollution, terrorism, natural disaster, damage by vandals, criminal activity and other matters outside our control. The company does not accept liability for damage to vehicles arising from acts of nature nor will the company accept responsibility for minor scratches dents or chips to paintwork or any visual damage that cannot be seen and noted due to weather conditions or where the exterior is in a dirty state. The company will not accept responsibility for damage to windscreens or other glass other than where the same is proved and to the extent that it is proved to be caused by our negligence.

4.1.6 Any indirect loss as a result of damage or loss to the vehicle (such as loss of earnings).

4.1.7 Delay in making the vehicle available for collection if this is before the end of the parking period.

5. Your responsibilities

5.1 Vehicle condition

5.1.2 You shall ensure that the Vehicle is:

5.1.2.1 at the commencement of the Parking Period in a roadworthy condition, has a current MOT certificate (if required by law) for the whole of the Parking Period and that no dangerous toxic or illegal substances are left within the Vehicle;

5.1.2.2 in a proper roadworthy condition prior to leaving the Car Park and entering onto the public highway.

5.1.3 If at the end of the parking period the vehicle will not start, we may move the vehicle to a return bay. If you ask, and accept the risk, one of our employees will make one attempt to start the vehicle using an anti-surge starter pack. If you still need help to start the vehicle, you will need to contact a breakdown company. You will have to pay any costs involved. If your vehicle does not start, you must arrange for it to be removed from the car park within 24 hours of the end of the parking period. After this time we will charge you the daily parking charge.

5.1.4 You must not tow the vehicle into the car park or carry out any work or clean the vehicle in the car park.

5.1.5 The conditions below apply to standard parking.

5.1.6 We may photograph or video the vehicle when you enter and leave the car park and after damage is reported. We will report any fraudulent claims to the police.

- You must inspect the vehicle and report any damage to us on a report form before driving out of the car park at the end of the parking period.
- You must let us know about any vehicle immobiliser, automatic security feature or modification to the vehicle (including any for special assistance requirements) that might affect how it handles or operates.

6. Reclaiming the vehicle and lost receipts

6.1 We may refuse to return your keys to you if we believe either that you are not fit to drive or that the vehicle is not in a legal or roadworthy condition.

7. Special Assistance Requirements

7.1 If you have any special assistance requirements please let us know when you make your booking.

7.2 We will take all reasonable steps to meet your needs.

8. Vehicle security

8.1 When you arrive at the car park, we will tell you whether to leave the vehicle locked or unlocked and where to leave the keys.

8.2 Leave any alarms and immobilisers off as they may drain the battery.

8.3 No manual security devices, such as crooklocks must be used.

8.4 Do not leave any house or other keys on your car key ring or in the vehicle.

9. Safety in the car park

9.1 Drive slowly and carefully in the car park and follow the directional signs.

10. Transport to and from airport

10.1 Children under the age of eight must be seated and with an adult.

10.2 You cannot bring animals on the transfer bus unless we and the driver agree.

10.3 The driver may refuse to help you load heavy luggage.

10.4 Check In Time

Transport between Exeter Airport Parking LTD and the airport leaves at regular intervals. It is your responsibility to arrive at Briar House in good time (a minimum of 2 hours prior to the earliest airline recommended check-in time is suggested) to enable you to arrive at the airport by the airline's recommended check-in time.

11. Moving the vehicle

11.1 We will keep the vehicle in our car park. You agree to us driving the vehicle within and between car park and front of house only, or collect from the short stay car park in the event of early flights.

12. Complaints Procedure

12.1 If you believe your vehicle is damaged while in the car park or you lose the vehicle (or any of your possessions from the vehicle), you should

- Immediately let Exeter Airport Parking LTD know before you leave the car park;
- In the case of theft, report it to the police; and let your insurers know.

13. Changing the conditions

13.1 Nobody can change these conditions unless the change is made in writing with our permission.

1. Bookings

1.1 Exeter Airport Parking LTD reserve the right not to accept or fulfil a booking.

2. Payment

2.1 Payment for a booking made by telephone can only be made using Mastercard or Visa.

2.2 If payment by card is declined Exeter Airport Parking LTD and the service provider reserve the right not to fulfil your booking.

2.3 All prices are quoted in pounds Sterling.

3. Cancellation

3.1 Any customer wishing to curtail the length of stay for a service, once the service has commenced, will be liable to pay the fee for the whole of the service booked.

4. Service Providers Terms & Conditions

4.1 All bookings are accepted subject to the service providers current terms and conditions. A copy of the service providers terms and conditions are available on request.

4.1.1 cars are parked at their owner's risk.

4.1.2 the service provider accepts no responsibility or liability for any theft loss or damage to any personal property or loose items left within a vehicle whilst it is parked.

4.1.3 the service provider does not accept any responsibility or liability for any damage to the windscreen or any other glass in the customer's vehicle.

4.1.4 the customer shall inspect their vehicle and report any damage to the service provider prior to departure from the car park.

4.1.5 the service provider accepts no liability for loss or damage unless and to the extent it is proved to be caused by the negligence of the service provider.