

TERMS & CONDITIONS

You will receive an 'RGB-LONDON Executive Transfers Journey Acknowledgement' email for the journey(s) you have paid for. You are responsible for checking that the details received to us are correct.

You will receive a 'Journey Details' email when the journey has been assigned to a driver. This will contain the pick up instructions and the driver's telephone number. RGB-LONDON Executive Transfers will not refund you if you have forgotten to take this with you.

RGB-LONDON Executive Transfers does not accept any responsibility in any way for missed flights for whatever reason i.e. traffic delays, accidents, breakdowns, severe weather conditions or any unforeseen circumstances.

We advise passengers to plan to arrive at the airport 2 hours prior to flight departure to allow for possible unpredicted delays en route to or from the airport. RGB-LONDON Executive Transfers will not take responsibility for any passengers missing their flight if two hours check in time was not allowed.

You are free of course to arrange to get to the airport for a time of less than 2 hours prior to flight departure, however RGB-LONDON Executive Transfers accepts no responsibility for any missed flight due to this.

All passengers are advised to have adequate travel insurance prior to booking.

No responsibilities for costs are to be refunded to any passengers who do not wait for their driver and take alternative transport.

RGB-LONDON Executive Transfers does not accept any responsibility in any way if the passenger/luggage requirements exceed the capacity of the vehicle booked. If you are unsure about the capacity of the vehicle booked please contact RGB-LONDON Executive Transfers customer services team immediately.

For passenger safety Taxi Licensing regulations require all luggage to be securely fastened in the boot of the vehicle, please ensure to take this into account when choosing a vehicle.

RGB-LONDON Executive Transfers reserves the right to refuse carriage of animals which were not agreed at the point of booking. All animals must be secured in a suitable transport box/crate. RGB-LONDON Executive Transfers accepts no responsibility for costs incurred from a failure to abide by these terms.

The exact route of your journey is down to the driver's discretion on the day of travel, alternate routes may be requested and will be assessed by the driver on a case by case basis.

Please ensure you give us your arrival times and day into the UK and not your departing information.

If your flight has any serious delays please inform us as soon as possible.

RGB-LONDON Executive Transfers use their own transport wherever possible but do use third party companies where appropriate.

RGB-LONDON Executive Transfers reserves the right to provide an upgraded car type from the original selected if your chosen vehicle is unavailable.

Reservations made for service on the following timings and dates will be subject to an additional 50% surcharge on published prices: 18:00 24th December to 23:59 26th December, 18:00 31st December to 23:59 1st January, other days may also be affected

All card payments are processed securely by Opayo / Elavon (formerly Sage Pay). RGB-LONDON Executive Transfers do not process or retain card details, except for selected metadata returned to us by Sage Pay (card type, expiry date, etc). This service uses the latest 3DSv2 security checks for strong customer authentication.

During the payment process, you may be offered the opportunity to 'save' your card for easier future use. This optional facility is offered by Opayo / Elavon, who will retain your card details securely on behalf of RGB-LONDON Executive Transfers; typically until the card expires. RGB-LONDON Executive Transfers may instruct Opayo / Elavon to delete these saved details prior to the card expiry if your account with us is deemed to be inactive. Note that you will still need to provide some security details when using a saved card. You may delete saved cards at any time from your online account area, or by contacting us.

Customer-initiated transactions (CIT) performed on our public website are initialised with the ability to be 'repeated', subject to relevant security checks. This could be for a different amount to the original payment. For example, if you were to request a 'Meet & Greet' service be added to your journey after your booking is placed, with your permission we may acquire the additional fee for this service from the original payment method without needing to re-take card details. You will always have the opportunity to choose an alternate payment option. Full or partial refunds can also be applied to the original payment method to cover fare reductions or cancellations; however please note that fees may apply for cancellations, depending on the circumstances (see 'Cancellations' in our 'Policies' section).

All passengers are responsible for any cost incurred to return a vehicle to working order (repairs or professional cleans) where the damage to the vehicle by passengers exceeds reasonable wear and tear.

POLICIES & NOTICES

Waiting Time

On journeys collecting from an airport, as standard, RGB-LONDON Executive Transfers allows all passengers 1 hour maximum from the time the flight actually lands to meet with their driver. After this, waiting time is charged, regardless of reason, at £20-£60/hr depending on the service type booked. If unsure please contact the customer services team immediately.

RGB-LONDON Executive Transfers will honour requests for a "deferred" collection time, e.g. [X] minutes after flight landing. However, customers requesting this are not entitled to any

additional waiting time beyond the requested period. No compensation will be offered if the passenger(s) is ready earlier than planned and has to wait until the scheduled collection time for the driver to arrive.

RGB-LONDON Executive Transfers will assume you wish for a 'standard' collection unless otherwise informed in writing in advance of the journey by email to info@rgb-london.com.

Waiting time for all other journeys will be charged at £20-£60/hr depending on the service booked for the journey, either from the scheduled collection time or for any stop en-route.

Tolls

All Tolls are included in the instant online quotes.

Amendments

Any amendment must be made via an email or by telephone to us to which you will receive an email confirming the amendment. Amendments must not be made with your driver.

Re-Booking

All bookings must be made through the office either via the website, telephone or email. In this way confirmations are sent out and the journey is insured.

Cancellations

RGB-LONDON Executive Transfers will accept any cancellation as long as 48 hours notice is provided. There will be a £7 or 10% (whichever is higher) administration / transaction charge per journey. All cancellations must be made via an email to which you will receive confirmation by us.

If you do not receive an email from RGB-LONDON Executive Transfers confirming the cancellation, then we have not received it. In this case please call our out of hours number which is 02036331092.

Refunds will not be issued in the following circumstances:

- No refund is made if the passenger does not show up for prepaid journeys.
- No refund is made for cancellation of a booking with less than 48 hours notice provided or afterwards.
- All other circumstances where a refund may be possible should be addressed directly with RGB-LONDON Executive Transfers's customer services.

Complaints

Any complaints regarding service should be raised in writing with our office, preferably by reply to your confirmation email. All complaints must be submitted within 30 days of the event giving rise to the complaint.

Please note that some calls may be recorded for quality and training purposes.