



EXCELSIOR

TERMS & CONDITIONS

❖ 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", or "passenger" means any individual, company or other business that places a booking with Excelsior Taxis Limited.

❖ Animals & Pets

When booking, the hirer must inform us if a domestic animal will be transported within the vehicle. All domestic animals must be carried in a suitable container or 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 can be carried in any passenger vehicle.

❖ Booking & Travel Time

Our office can only advise you on a suggested departure time upon request. The hirer is responsible for ensuring sufficient time for the journey and any delays caused by traffic conditions. Excelsior Taxis Limited shall not be held accountable for delays in reaching your destination.

When booking a passenger vehicle, the hirer is responsible for requesting a car suitable for the number of passengers and luggage. Excelsior Taxis can not guarantee that it will carry excessive 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 occasion, we may use alternative suppliers without notice.

❖ Driver Arrival

With each booking made, the driver will make every effort to arrive on time or shortly before. Sometimes, the driver may be delayed due to circumstances beyond their control.

Our driver or office will make efforts to contact you to advise of the vehicle's arrival; however,

the driver will not be expected to enter a venue or knock on doors to locate you.

❖ Cancellations & Refunds

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

For cancellations within 24 hours before the booking (but not after the driver has been dispatched)

50% of any fees already paid will be refunded.

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

If 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.



EXCELSIOR



EXCELSIOR

TERMS & CONDITIONS

❖ 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 hirer's responsibility to ensure the seat is safely fitted.

If you require a child seat for your journey, the hirer is responsible for supplying and safely fitting one 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

If a complaint is made, the hirer should seek a solution by assisting the driver or our office. If this has not provided a remedy, complaints should be submitted in writing within 14 days of the event.

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

❖ Quotations

All quotations are based on the information you provided. 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 may be sought, which could result in an additional charge.

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

We reserve the right to requote if external costs have risen or routes have changed due to roadworks, road closures, or bad weather conditions. In this event, we will contact you to advise of a new quotation, allowing sufficient time for you to cancel if needed.

❖ Smoking & Alcohol Consumption

The hirer or Passengers are prohibited from smoking or consuming alcohol in any passenger vehicle.

The driver reserves the right to decline carriage to any passenger who, in the driver's opinion, is intoxicated.

❖ 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 the time of booking and factored into the price of the journey).

For airport pick-ups, we plan to arrive 45 minutes after the last estimated arrival time of the passenger(s). Please note that we reserve the right to charge for waiting time at a rate of £10 per 15 minutes if we deem the waiting period excessive.



EXCELSIOR



EXCELSIOR

TERMS & CONDITIONS

❖ Taxis & Private Hire

Excelsior Taxis Ltd is the trading name of Excelsior Taxis. The word taxi is used in our business name to describe our work (a car and driver who can be hired to transport the received, for financial gain). We are now a licensed private hire operator and not a hackney carriage, meaning all our vehicles must be pre-booked, and a price will be provided when booking. None of our cars 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 case of any delays caused by traffic 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 are pleased with the service received, you are welcome to tip your driver. Gratuities can be paid in cash or by card directly to your driver. Excelsior Taxis is not financially involved with any tips that may be received. Any charges quoted do not include 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 arrivals hall unless alternative arrangements have been made before our driver is 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 driver's discretion. Occasionally, our office may request payment in advance, and a payment link will be sent by text or email.

❖ Violence & Abuse

Excelsior Taxis reserves the right to refuse or terminate any journey immediately if we feel 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.

No refunds will be offered if the journey is halfway through.

Violence or abuse will not be tolerated; any such incident will be reported to the Police.



EXCELSIOR