



St Neots, Cambridgeshire, PE19 1NP - Ph: 01480 589026 - mobile: 07880 962679
e-mail: enquiries@courteoustravel.com <http://www.courteoustravel.com>

Terms & Conditions

By agreeing to use Courteous Travel, you confirm your unconditional acceptance of the terms and conditions set out below.

Definitions

1. **"Us"** means Courteous Travel
2. **"you", "your"** and **"customer"** means any individual, company or other business who places the booking with us.

Airport Transfers

1. All bookings will be acknowledged by **Courteous Travel** to the customer either as a text message or an email
2. **Departure Time** - We will suggest a departure time based on the flight departure time you have given us and assumes a check in time of 2 hours before departure for European flights and 3 hours before departure for inter-Continental flights. However, it is your responsibility to ensure that there is sufficient time to get to your destination
3. **Safety Margin** - Travel time should also include at least 30 minutes grace on journeys of up to 80 miles and 60 minutes on journeys over 80 miles, to allow for traffic, road closures, accidents etc
4. **Overnight Flights** - Where your flight is an overnight flight, please ensure that the arrival time and date given to us, and acknowledged on our booking confirmation, is your actual arrival date and time and not the departure date and or time
5. **Airport Parking** - We do not start charging for car parking at the airport until one hour **after the flight has landed** (59 minutes for Heathrow Airport) and not after the scheduled arrival time. Any car park fees after this time will be billed to the customer.
6. **Waiting Time** - We will monitor your inbound flight and as such, waiting time does not start until one hour and 30 minutes **after the flight has landed** and not after the scheduled arrival time. After this time, waiting time will be billed to the customer at our standard rate as defined in [Our Prices](#)
7. **Your Responsibility** - It is your responsibility to ensure that you have allowed sufficient time when booking your airport transfer to get to the airport, allowing for the check-in times required by your airline. Courteous Travel cannot and shall not be responsible for any delay caused by traffic conditions or by your failure to allow enough time to reach your destination or if the passengers were not ready for collection at the booked time.



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Seaport / Cruise Terminal Transfers

1. All bookings will be acknowledged by **Courteous Travel** to the customer either as a text message or an email
2. **Safety Margin** - Travel time should include at least 60 minutes grace on journeys to allow for traffic, road closures etc. However, it is your responsibility to ensure that there is sufficient time to get to your destination

Child Seats / Booster Seats

1. If you require one, please let us know at the time of booking and we will endeavour to have this for your journey
2. **Your Child Seat/Booster Seat** - In the event that we are unable to provide a child and or booster seat, you can use your own and if required, we will keep hold of your child seat and or booster seat until your return journey.

Vehicle Size

1. **Passengers and Luggage** - It is your responsibility to ensure that you have booked a vehicle suitable for the number of passengers travelling and amount of luggage
2. **Children** - Please note that each child counts as 1 passenger, no matter how small the child and the vehicle we provide cannot exceed the maximum number of passengers that it is licensed to carry, even if a baby is being carried on a passengers lap - it is still classed as one passenger in its own right

Quotation and Payment

1. **Price** - Price quoted is for the journey detailed in our booking confirmation, any changes to this itinerary may incur additional charges
2. **Payment Types** - We accept the following payment methods:-

Cash

Credit and Debit Cards

Bank Transfer

Account - Corporate customers can apply for an account, settlement must be made at the end of the month

PayPal – You can pay by PayPal using following link: <https://www.paypal.me/CourteousTravel>

3. **Payment**

Return Journeys - For customers who book a return journey, payment can be made either in full on the date of departure or per leg of journey.

One Way Journeys - Payment must be made in full on date of journey

One Way Journeys commencing out of the St Neots area - Payment must be made in full at least 24 hours before start of journey



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Cancellation Charges

If you cancel your booking with at least 3 days notice, there will be no charge.

If you cancel your booking with less than 48 hours notice but more than 24 hours notice, you agree to pay Courteous Travel 50% of the booking.

If you cancel your booking with less than 24 hours notice, you agree to make full payment for the booking.

Data Protection

The only details about you that we will keep are your contact details to enable us to better serve you on future enquiries etc. These will not be shared, given or sold to anyone or any entity outside of Courteous Travel.

Please let us know if you do not want us to keep your contact details on record

We are registered with the ico - [Information Commissioner's Office](#) for GDPR - UK General Data Protection Regulation

Vehicle Breakdown

In the event of a vehicle breaking down during your journey, we will endeavour to get you a replacement vehicle as soon as possible for you to continue your journey

Lost Property

Vehicles are checked after every journey. However, this does not mean that a customer won't accidentally leave something behind as it could be dark etc.

Any property found in the vehicle will be handed to the office and, every step will be taken to identify the owner of the property.

In the event that these efforts are unsuccessful, the items found will be kept in the office for a period of 6 months at which point if still unclaimed, it will be disposed of.

Customer Complaints

In the event that you are unhappy with our service and feel like registering a complaint, you can in the first instance email us via the contact us page with the nature of the complaint.

Please, when possible, give us as much information as possible including the date and time, booking confirmation number and or job number, driver's name and vehicle in question as well as the complaint itself and, how you would like us to rectify it.

We will acknowledge your complaint within 72 hours and, will conduct a full investigation. We promise to let you know the results of our findings within 14 days of your original complaint.

In the event that you are unhappy with how we've resolved this, you can complain direct to the Licensing Authority, [Huntingdonshire District Council](#).

Updated March 15th, 2025 @ 07:40 GMT