

TERMS & CONDITIONS OF BOOKING AND CARRIAGE

A&L Cars Private Hire Ltd

Effective: 5 October 2026

1. About A&L Cars

These Terms & Conditions apply to bookings made with A&L Cars Private Hire Ltd ("A&L Cars", "we", "us" or "our"). By making a booking, the customer agrees to these terms.

A&L Cars Private Hire Ltd is registered in England & Wales (Company No. 16713626) and is licensed as a private hire operator by Reigate & Banstead Borough Council (Operator Licence No. 24/02347/OL).

2. Bookings

All journeys must be pre-booked through A&L Cars by telephone, our website, our booking app or another booking method authorised by us. A booking is accepted when it has been confirmed by A&L Cars.

Customers must provide accurate pickup, destination, passenger, luggage, flight and contact details. Any material change may affect the fare, vehicle required or availability.

3. Fares and Payment

The fare quoted applies to the journey details supplied at the time of booking. Additional stops, waiting time, route changes, parking, tolls, congestion charges or other costs not included in the original quote may result in an additional charge.

Where an airport fare is expressly quoted as including the airport drop-off fee, that fee is included. Payment must be made using a payment method accepted by A&L Cars. We operate on a no-pay, no-ride basis.

4. Cancellations

Customers may cancel by contacting A&L Cars by telephone or through another cancellation method made available by us.

Where a booking is cancelled after it has been accepted and resources have already been allocated, A&L Cars may charge a cancellation fee of up to 25% of the booked journey fare. Depending on the circumstances, we may waive the fee and provide a full refund. The decision will be made reasonably by the operator based on the circumstances of the booking.

5. No-Shows and Driver Waiting

A booking may be treated as a no-show only where the driver has arrived at the confirmed pickup location, has waited for at least 10 minutes, and the passenger cannot be located or contacted and does not attend the vehicle.

Where a booking is properly treated as a no-show, up to 100% of the booked journey fare may be charged.

- ASAP bookings: the no-show charge will only apply where the driver arrived within 10 minutes of being assigned the booking.
- Pre-booked journeys: the no-show charge will only apply where the driver arrives no later than 5 minutes after the requested pickup time.
- If A&L Cars or the assigned driver is significantly late, or the journey cannot be provided due to circumstances attributable to A&L Cars, the customer will not be charged a cancellation or no-show fee.

6. Airport Collections and Flight Delays

Customers must provide correct flight information where requested. We may monitor flight arrival information and adjust collection timing where reasonably possible. Airport waiting, parking and meeting arrangements may vary depending on the booking and airport.

A&L Cars is not responsible for delays caused by matters outside our reasonable control, including flight disruption, severe traffic, road closures, accidents, extreme weather or official restrictions.

7. Passengers, Luggage and Vehicle Capacity

The customer must book a vehicle suitable for the number of passengers and the amount and type of luggage. A driver may refuse to carry passengers or luggage where doing so would be unsafe, unlawful or exceed the licensed capacity of the vehicle.

8. Passenger Conduct

Passengers must behave safely and respectfully towards drivers, other passengers and vehicles. Smoking and vaping are not permitted in our vehicles. Food and drink may be restricted to help maintain vehicle cleanliness.

A driver may refuse or terminate a journey where a passenger is abusive, threatening, violent, dangerously intoxicated, causes a safety risk or asks the driver to act unlawfully. The customer may remain liable for the fare and any reasonable costs incurred.

9. Damage and Soiling

The customer may be charged the reasonable cost of cleaning, repair or loss of use where a passenger causes exceptional soiling or damage to a vehicle. Any charge will reflect the circumstances and reasonable costs incurred.

10. Children and Child Seats

Customers are responsible for informing us when travelling with children and for requesting any specific seating arrangements in advance. The legal requirements applicable to private hire vehicles will apply. Where a customer supplies a child seat, the customer is responsible for fitting and using it correctly unless otherwise agreed.

11. Assistance Dogs and Pets

Assistance dogs will be carried in accordance with applicable legal requirements. Other pets may only be carried where agreed with A&L Cars in advance and may be subject to appropriate conditions.

12. Lost Property

Customers should contact A&L Cars promptly if they believe an item has been left in a vehicle. We will make reasonable efforts to locate it but cannot guarantee recovery. Where an item is found, collection may be arranged. If the customer requests delivery, a normal journey or delivery charge may apply.

13. Delays and Events Outside Our Control

We will use reasonable care to provide the booked service and arrive at the agreed time. However, journey times cannot be guaranteed where delays arise from circumstances outside our reasonable control, including traffic congestion, accidents, road closures, severe weather, emergencies, airport disruption or other unforeseen events.

14. Subcontracting and Other Licensed Operators

Where necessary and permitted by law, A&L Cars may arrange for a booking to be fulfilled by another appropriately licensed private hire operator or driver. Where this occurs, applicable legal and licensing requirements will be followed.

15. Liability

Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence or for fraud. Subject to applicable law, A&L Cars will not be responsible for indirect or consequential losses that were not reasonably foreseeable when the booking was made.

16. Complaints

If you are unhappy with any aspect of our service, please contact us as soon as possible so that we can investigate and respond. Please provide the booking details, date, time and a clear description of the issue.

17. Privacy

Personal information is handled in accordance with our Privacy Policy. Booking information may be used where necessary to provide the journey, process payment, communicate with the customer, comply with licensing obligations and deal with enquiries or complaints.

18. Changes to These Terms

A&L Cars may update these Terms & Conditions from time to time. The version applicable to a booking will normally be the version in force when that booking is accepted, unless a change is required by law.

19. Governing Law

These Terms & Conditions are governed by the laws of England and Wales. Customers retain all rights provided by applicable consumer law.

A&L CARS PRIVATE HIRE LTD

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