

BEA Cars Ltd, Terms and Conditions

Private Hire Terms and Conditions

These terms and conditions, together with the web-based booking form and/or any written quotation, constitute the entire agreement concerning the provision of an airport transfer service or any private hire service contracted ("Service") between you and BEA Cars Ltd. By completing the booking form, accepting a quotation, or using the Service, you confirm your acceptance of these terms and conditions.

1. Definitions

1.1 "BEA Cars" means BEA Cars Private Hire whose registered office is Suite 4, The Coppery, Tapnage Farm, Titchfield Lane, Fareham, PO17 5PQ.

1.2 Website: www.beacars.co.uk

. Email: info@beacars.co.uk

1.3 "You" and "your" means any individual, company, or other business who places a booking with us.

2. Booking

2.1 You must allow sufficient time when booking your transfer to allow for check-in times required by your airline and for any delays caused by traffic conditions. BEA Cars shall not be responsible for any delay caused by your failure to allow enough time to reach your destination, or if passengers are not ready for collection at the booked time. BEA Cars do not guarantee arrival at a specific time, only provision of transport with reasonable care, and customers must allow reasonable contingency time.

2.2 You must order a suitable vehicle size for the number of passengers and luggage you want us to carry. BEA Cars cannot carry excessive amounts of people or luggage. Please note that a child, no matter what age, counts as one passenger. No luggage can be carried in the passenger compartment of vehicles, this is governed by our licensing authority.

2.3 If you need to transport a wheelchair or any other walking aid, please specify this at the time of booking and provide the approximate size when folded.

2.4 It is your responsibility to provide accurate booking information, including pickup time, pickup location, destination, passenger count, contact number(s), and (where relevant) flight or train details. If any details change, you must inform us as soon as possible.

3. Quotations, pricing, and payment

3.1 BEA Cars may provide prices in either of the following ways:

Website quotation: prices may be provided via our website based on the information you enter, or

Written quotation: we may email you a quotation based on the information supplied by you.

All quotations are based on the journey details provided at the time of booking. BEA Cars may amend the quotation if there is any material change to the original itinerary, the number of passengers, pickup or drop-off locations, waiting time, or the type or size of vehicle required.

3.2 Airport arrivals, waiting time, and parking

Unless otherwise agreed in writing, the quotation includes 30 minutes of waiting time after the flight's advertised landing time and up to 30 minutes of airport parking. After these allowances, waiting time and parking are chargeable at our standard rates.

We may endeavour to check for flight delays before the driver leaves for the airport, however we are under no obligation to do so. It remains your responsibility to provide accurate flight details and to keep your phone available for contact.

If we have not been contacted within 60 minutes after the flight has landed (for example, due to missing or incorrect contact details, or no response), we may treat the booking as a no-show, leave the airport, and charges may apply (see clause 3.6 and clause 5).

3.3 If you accept the quotation, you will receive confirmation of your booking by email and/or via our booking system. Please check your booking confirmation carefully and inform BEA Cars promptly of any errors. BEA Cars shall not be responsible for delays caused, or costs arising, from your failure to provide correct information.

3.4 Payment, standard bookings

Unless otherwise agreed in writing, payment for all standard (non-account) bookings is due no later than 7 days before the outbound journey date. We reserve the right to refuse or withhold Service where payment has not been received by the due date.

3.5 Payment, account customers

For approved monthly account customers, invoices are payable within 7 days of the invoice issue date, unless otherwise agreed in writing.

3.6 Non-airport pickups, free waiting time, and uncontactable passengers

For pickups from homes, hotels, train stations, venues, and appointments, we allow 15 minutes of waiting time free of charge from the booked pickup time. After 15 minutes, waiting time may be charged at our standard rates.

If the passenger is uncontactable, we will endeavour to make contact using the telephone number(s) provided. If no contact is made and no instruction is received within 30 minutes from the booked pickup time, we may treat the booking as a no-show, leave the pickup location, and charges may apply (see clause 5).

3.7 Payment methods: credit card, debit card, or bank transfer.

4. The Service

4.1 The lead client shall be responsible for the behaviour of all passengers in the vehicle during the journey. You will be charged £100 to cover cleaning costs in the event of the vehicle being soiled by any passenger.

4.2 Smoking in the vehicles is not permitted.

4.3 BEA Cars will not carry more passengers than its insurance or licensing allows.

4.4 All passengers must wear seatbelts where fitted and required by law.

5. Cancellations and changes

5.1 If you need to cancel or change your booking, please contact BEA Cars as soon as possible.

5.2 Cancellations more than 48 hours before pickup

If you cancel more than 48 hours before the scheduled pickup time, no cancellation fee will normally be charged.

5.3 Cancellations within 48 hours of pickup

If you cancel within 48 hours of the scheduled pickup time, a cancellation charge may apply to cover committed driver time and any unrecoverable costs. This may be up to 50% of the booking value.

5.4 Very late cancellations and no-shows

If you cancel within 12 hours, or the passenger is a no-show (including where the passenger cannot be contacted in line with clauses 3.2 or 3.6), a charge may apply up to 100% of the booking value.

5.5 Changes

Where you request changes to time, route, addresses, passenger count, or vehicle requirements, we may re-quote. Additional charges may apply where a change increases distance, duration, waiting time, parking, or tolls.

6. Liability

6.1 BEA Cars shall use all reasonable endeavours to get you to your destination on time but shall not be liable for any loss due to delays caused by road or traffic conditions, vehicle failure, or breakdown beyond its control on the journey. Under no circumstances shall BEA Cars be liable (in contract, tort or otherwise) for any loss of profits, business, or for any indirect or consequential loss whatsoever.

6.2 All luggage is carried entirely at your risk.

6.3 BEA Cars shall be entitled to cancel services and provide refunds in the event of a declared national emergency, riot, war, fuel shortage, extreme weather, terrorist attack, or other circumstances beyond its control. If the vehicle breaks down during your journey, BEA Cars will endeavour to arrange an alternative vehicle to complete the journey as soon as practicable.

6.4 You shall indemnify BEA Cars against all losses, costs, damages, and expenses arising from any act or omission of any passenger in your party.

6.5 Neither party excludes or limits its liability for death or personal injury caused by negligence, for wilful default or fraudulent misrepresentation, or otherwise in any manner unenforceable by applicable law.

7. Termination

7.1 BEA Cars will refuse or terminate any booking with immediate effect if it places any driver or vehicle at risk of damage, violence, or abuse by you or any passenger in your party, and we will ask all passengers to vacate the vehicle as soon as it is safe to do so. No refunds will be given if the journey is terminated part way through the hire.

8. Miscellaneous

8.1 BEA Cars may subcontract its obligations under this Agreement. You shall not assign, transfer, or delegate any of your rights or obligations under this Agreement.

8.2 BEA Cars may change these terms and conditions at any time by posting changes online at www.beacars.co.uk

. Please review these terms and conditions regularly to ensure you are aware of any changes. Existing bookings will remain subject to the terms applicable at the time of booking (unless otherwise agreed in writing).

8.3 Data protection

BEA Cars shall store, process, and use personal information in accordance with UK GDPR and the Data Protection Act 2018. Please also see our Privacy Policy.

8.4 This Agreement and any accompanying quotation represents the entire agreement between you and BEA Cars in relation to its subject matter. If there is any discrepancy between the terms of this Agreement and the quotation, the terms of this Agreement shall prevail unless otherwise agreed in writing.

8.5 Nothing in this Agreement is intended to confer any benefit on any third party, whether pursuant to the Contracts (Rights of Third Parties) Act 1999 or otherwise, and no third party shall have the right to enforce any rights under this Agreement except where otherwise agreed in writing.

9. Disputes

9.1 This Agreement shall be construed in accordance with English law and you and BEA Cars each agree to submit to the exclusive jurisdiction of the English Courts in respect of any dispute or claim arising out of, or in connection with, this Agreement.

10. Complaints

10.1 Any complaint is to be made in writing by email to info@beacars.co.uk

. We aim to reply within 48 hours, however circumstances may mean we require more time to investigate and we may take up to 14 days to provide a full response.