

# Terms & Conditions

LCS Meet and Greet Limited T/A - LCS Manchester Meet and Greet (luxury chauffeur services)

## Terms and Conditions

Please note: THE CLIENT MUST RETAIN THEIR REFERENCE NUMBER/NUMBERED RECEIPT FOR THEIR VEHICLE IN A SAFE PLACE TO PRESENT TO THEIR LCS Manchester Meet and Greet DRIVER ON THEIR RETURN TO COLLECT THEIR VEHICLE. IN THE EVENT THAT A RECEIPT IS LOST LCS Manchester Meet and Greet ARE ENTITLED TO REQUIRE PROOF OF THE CLIENTS' IDENTITY.

### 1. BOOKING CONDITIONS:

1.1 Bookings made through our website will be considered valid by issue of a LCS Manchester Meet and Greet booking reference number.

1.2 Bookings made via the telephone will be considered valid when confirmed by a LCS Manchester Meet and Greet advisor, who will quote a reference number and telephone number to the client to use the service.

1.3 Bookings made by post will be considered valid when written confirmation is sent by LCS Manchester Meet and Greet.

1.4 Bookings made by any agent are considered valid by the terms of their own individual terms and conditions.

1.5 All services are subject to availability.

1.6 Clients may not claim entitlement to any specified parking space or to any priority over any other client unless proof of such entitlement can be provided.

1.7 LCS Manchester Meet and Greet reserve the right not to accept or fulfil a booking should they deem the client rude, un-corporative or the vehicle un-roadworthy etc.

### 2. PRICES:

2.1 Price Changes: LCS Manchester Meet and Greet is committed to providing the highest standard and quality service, at the best prices. Therefore throughout the year we continually review our prices. There are likely to be some seasonal special offers and in some circumstances prices may go up. 2.2 All prices are in GBP and include VAT at the current rate of 20% unless otherwise indicated.

2.3 All bookings are subject to a non-refundable booking fee.

2.4 Daily prices may vary according to the date and length of stay.

2.5 LCS Manchester Meet and Greet does not apply any credit card surcharges for bookings.

2.7 Payment for bookings made via the telephone is to be paid in cash or by cheque to the designated LCS Manchester Meet and Greet driver on the client's arrival, a receipt for this payment will be provided.

2.8 If payment by card or cheque is declined or return un-cleared, LCS Manchester Meet and Greet refuse the right to fulfill said clients' booking.

2.9 Should a booking be made using an overseas credit card, the card issuer will debit your account in your local currency at the current exchange rate at the time of booking. A conversion charge may be applicable.

2.10 Payments taken via agents are subject to their own individual terms and conditions.

2.11 For all high-sided or unusually wide vehicles: Please contact us prior to booking as there may be an extra charge.

### 3. CANCELLATIONS:

3.1 Clients may cancel up to 48 (working) hours prior to their time of arrival.

3.2 Clients must inform LCS Manchester Meet and Greet of the cancellation in writing by e-mail to: [bookings@lcsmeetandgreet.co.uk](mailto:bookings@lcsmeetandgreet.co.uk)

3.3 All cancellations are subject to a £10.00 cancellation fee and all booking fees are non – refundable. Cancellations made with less than the required 48 (working) hours notice will not receive a refund of any kind.

3.4 LCS Manchester Meet and Greet cannot accept liability in any circumstances where the performance of the contract is prevented by any reason of war, threat of war, natural and nuclear disaster, fire or adverse weather conditions, riots, terrorist activities, civil strife, industrial disputes etc

3.5 Please note that these common examples fall outside the qualifying notice and will not be refunded:

a) Short notice flight changes – it is the client’s responsibility to be informed of flight changes, and adjust their timetable accordingly, informing LCS Manchester Meet and Greet of any relevant changes.

b) In the event of clients parking at another chauffeur parking company or parking onsite due to late arrival they will not receive a refund.

c) Lack of confirmation details – It is the client’s responsibility to print their confirmation on completion of the booking procedure and to take those details with them. If a confirmation is emailed or posted and not received it is the client’s responsibility to contact customer services to ensure they obtain the relevant details.

d) No refund available for unused or part stays.

### 4. MEET & GREET PARKING:

4.1 The client is advised to allow a sufficient amount of time to arrive at the Airport Terminal for the meeting time designated on the client’s paperwork or confirmed with the LCS Manchester Meet and Greet driver when booking. Allowing for possible arrival obstructions including, road works, accidents, traffic jams, road closures and or vehicle malfunctions.

4.2 The client is to contact LCS Manchester Meet and Greet 20 minutes prior to their arrival at the airport to reconfirm their meeting time on the telephone number provided when the booking is made. The LCS Manchester Meet and Greet driver will wait for approximately 15 minutes once that meeting time has elapsed, unless the client has informed LCS Manchester Meet and Greet of the delay and rescheduled a new meeting time. (Should this occur existing clients both incoming and outgoing who are travelling on schedule will have priority over those who have re-scheduled).

4.3 On handing over the vehicle to the LCS Manchester Meet and Greet driver, the client must do the following: (paragraphs 4.3.1, 4.3.2 & 4.3.3)

4.3.1 Ensure that all of the vehicles windows are securely closed.

4.3.2 That all personal property is removed from the vehicle.

4.3.3 That only the keys to the ignition are handed to the LCS Manchester Meet and Greet driver. (LCS Manchester Meet and Greet cannot be held liable or responsible for any other items or keys handed in with the ignition keys and advise that clients remove these additional items prior to the hand over).

4.4 The LCS Manchester Meet and Greet driver will have authorization and the right to take and drive the vehicle on the public highway from the client. All LCS Manchester Meet and Greet drivers are insured by LCS Manchester Meet and Greet for this purpose.

4.5 All vehicles will be parked at the clients own risk. This does not include any problems arising from LCS Manchester Meet and Greet or their employees in regards to negligence and/or breach of duty.

4.6 The client will authorize that LCS Manchester Meet and Greet will park and take the vehicle to and from a LCS Manchester Meet and Greet Car Park. This authorization includes moving the client's vehicle to an alternative car park be it in the event of an accident, an emergency, to avoid an obstruction or standby car park for returning vehicles.

4.7 Clients MUST contact the LCS Manchester Meet and Greet driver on the telephone number provided once they have landed back into the UK and cleared customs with their luggage.

4.8 ON THE RETURN CLIENTS SHOULD INSPECT THEIR VEHICLE PRIOR TO ACCEPTING THE KEYS BACK FROM THE LCS Manchester Meet and Greet DRIVER OR SIGNING FOR THEIR VEHICLE & PROMPTLY REPORT ANY LOSS OR DAMAGE TO LCS Manchester Meet and Greet.

4.9 Liability will only be accepted by LCS Manchester Meet and Greet when and to the extent that the damage/loss is caused by the negligence, wilful act, default or breach of statutory duty of LCS Manchester Meet and Greet and/or its servants for the following: (paragraphs 4.9.1 & 4.9.2)

4.9.1 Damage to the body and/or paintwork of the vehicle.

4.9.2 Any defect to the vehicle that renders it un-drivable, this does not include mechanical failure. In such circumstances LCS Manchester Meet and Greet will cover the cost of travel for the client and person(s) to return home only (one destination) by train or taxi. LCS Manchester Meet and Greet will not be liable for any addition costs incurred by the client such as loss of earnings and/or accommodation etc.

4.10 In the event that LCS Manchester Meet and Greet accepts liability for any defect in which the vehicle remains drivable LCS Manchester Meet and Greet will arrange for one of its pre-approved repairers to contact the client direct to carry out the necessary repairs. It is also at the digression of LCS Manchester Meet and Greet to accept quotes from the client for any repair company not on their pre-approved list if requested by the client.

4.11 Clients who return earlier than the date stated on their paperwork/arranged with LCS Manchester Meet and Greet to reclaim their vehicle will not be entitled to any refund of any kind.

4.12 Clients who return after the date stated on their paperwork/arranged with LCS Manchester Meet and Greet to reclaim their vehicle will be liable to pay a £10.00 charge for every additional day parked. New days start from 00:01 (1 minute past midnight).

4.13 No person including the client shall have the right to remove the vehicle prior to the full payment of the following: (paragraphs 4.13.1, 4.13.2 & 4.13.3)

4.13.1 The full fee for the parking, this includes cheques being cleared.

4.13.2 Any additional fuel purchased by LCS Manchester Meet and Greet for the vehicle.

4.13.3 Any recovery costs paid for by LCS Manchester Meet and Greet in the event of a mechanical failure and/or breakdown of the vehicle.

4.14 It is the client's duty to ensure that the vehicle is in a proper roadworthy condition prior to handing the ignition keys to the LCS Manchester Meet and Greet driver. LCS Manchester Meet and Greet refuse the right to not accept the ignition keys from the client and charge the client 50% of the parking fee to cover costs.

4.15 On the return clients must produce their LCS Manchester Meet and Greet booking reference/numbered receipt when reclaiming their vehicle. In the event, the client has lost the information they will be required and entitled to provide proof of their identity before the LCS Manchester Meet and Greet driver may hand back the ignition keys.

4.16 LCS Manchester Meet and Greet shall not be obliged to release the vehicle to any other person(s) than those dropping off the vehicle, without first receiving written authority from the client.

#### 5. CLIENT'S LIABILITY:

5.1 Clients will indemnify LCS Manchester Meet and Greet and be liable for any case in the respect of death, damage or personal injury caused by the client or any person(s) with the client whilst on LCS Manchester Meet and Greet premises or in any way arising from a breach of the warranty below (paragraph 5.2)

5.2 The client will warrant to LCS Manchester Meet and Greet at the commencement clients' drop off time, the client's vehicle is in a roadworthy and safe condition. The client is in possession of a valid and current MOT (if required to by Law) and a valid road tax disc (which MUST be displayed in the front windscreen of the vehicle). In addition, there are no illegal or dangerous substances/toxins left within the vehicle.

#### 6. EXCLUSION OF LIABILITY:

6.1 LCS Manchester Meet and Greet does not accept liability or responsibility for damaged or punctured tyres or any scuffs and/or damage to any steel or alloy road wheels.

6.2 LCS Manchester Meet and Greet does not accept liability or responsibility for any glass related damage to the vehicle including windscreens.

6.3 LCS Manchester Meet and Greet does not accept liability or responsibility for any loss, damage or theft to those stated below (paragraphs 6.3.1 & 6.3.2)

6.3.1 Any personal items and/or property left in the confines of the vehicle whilst on LCS Manchester Meet and Greet property (whether including or excluding the parking period) or:

6.3.2 For any personal property which includes luggage left by the client or any person (s) travelling with said client either whilst on LCS Manchester Meet and Greet property or whilst the vehicle is travelling to or from the Airport too LCS Manchester Meet and Greet premises.

6.4 LCS Manchester Meet and Greet does not accept liability or responsibility for any loss or theft as a result of the clients booking reference/numbered receipt being stolen or lost and the vehicle is subsequently handed over by a LCS Manchester Meet and Greet driver to a third party who uses the information fraudulently to gain possession of the clients vehicle.

6.5 In the event that your car keys/car fob is lost or misplaced, LCS Manchester Meet and Greet will be liable to replace the keys/fobs only and at the current market value for that/ those items. LCS Manchester Meet and Greet does not accept liability or responsibility to replace any household or vehicle locks as a result of said loss.

## 7. COMPLAINTS PROCEDURE:

7.1 This procedure does not restrict the clients' right to pursue remedies through the Court.

7.2 All complaints must be made clear to the LCS Manchester Meet and Greet driver in person at the time of the occurrence, and then followed up in writing (email or letter), which must be received within 10 days of your return in order to be valid.

7.3 Claims cannot be considered once vehicles have left the airport having been returned by the LCS Manchester Meet and Greet driver to its owner so you must check your car before leaving the terminal. Should your vehicle suffer damage whilst in our care you must immediately inform the LCS Manchester Meet and Greet driver of the issues.

7.4 If damage is not noted at the airport terminal then it will be assumed that the vehicle was returned to the client in the same condition it was when collected by LCS Manchester Meet and Greet and therefore no liability for claim to damage can be made against LCS Manchester Meet and Greet.

7.5 In the event of an alleged damage to the vehicle complaint, clients will make the vehicle available for inspection by LCS Manchester Meet and Greet prior to any repairs being carried out thereto. 7.6 You should expect to receive a reply within 14 working days upon receipt of your complaint. You will be informed of any delay and the reason for it if one should arise.

7.7 As most complaints require investigation with both the management and our staff we apologize that although we will happily discuss your complaint with you we are unable to resolve your complaint via the telephone and will require it in writing.

7.8 Clients should send their complaints to LCS Manchester Meet and Greet Customer Services Department at Regus Building,3000,Aviator Way, Manchester M225TG.

## 8. MISCELLANEOUS:

The paragraph headings do not form part of these terms and conditions and shall not be taken into account in construction or interpretation thereof.

## 11. MODIFICATION:

LCS Manchester Meet and Greet may at any time modify these Terms and Conditions and your continued use of this website including telephone bookings will be conditioned upon the Terms and Conditions in force at the time of your use.

## 12. EMAIL:

If you have any further query over a booking you have made call 0161 266 1964. This does not affect your statutory rights as a consumer.

E-mails containing confirmation details are issued automatically by our system on the completion of the booking. LCS Manchester Meet and Greet cannot be held responsible for those details not reaching a clients inbox due to the security of said clients computer or service provider.

## 13. LINKS TO OTHER WEBSITES:

Our web site may contain hyperlinks to websites operated by third parties. LCS Manchester Meet and Greet does not control such websites and will not be responsible for their content or for any breach of contract or any intentional or negligent action on the part of such third parties, which results in any loss, damage, delay or injury to you or your companions. LCS Manchester Meet and Greet is not responsible for the accuracy of opinions express in such websites, and such websites are not investigated, monitored or checked for accuracy or completeness by LCS Manchester Meet and Greet. Inclusion of any linked website on our site does not imply or constitute approval or endorsement of the linked website by LCS Manchester Meet and Greet. If you decide to leave our web site to access these third party sites, you do so at your own risk. All rules, policies (including privacy policies) and operating procedures of websites operated by third parties will apply to you while on such sites. LCS Manchester Meet and Greet is not responsible for information provided by you to third parties.