Our Terms and Conditions

Devon Transfers Private Hire operates as a pre-booked private hire service only and does not provide on-demand or immediate taxi services.

1. Introduction

1.1 These terms and conditions outline the rules and regulations for the use of our services. Our services include airport transfers, Tiverton Parkway rail transfers, wedding guest transport, event travel and pre-booked regional private hire services.

2. Booking and Reservations

2.1 Enquiries & bookings can be made via phone, WhatsApp, Facebook Messenger, email or using Devon Transfers Private Hire online form via their website.

2.2 Bookings are only confirmed upon receipt of a confirmation email or invoice.

2.3 No-shows will incur the full fare, which is non-refundable.

2.4 Devon Transfers Private Hire reserves the right to decline a booking at its discretion, particularly if payment terms are not met or the journey falls outside our service area or availability.

2.5 It is the customer's responsibility to ensure all booking details (including times, dates, addresses and passenger information) are accurate at the time of confirmation.

3. Payment and Cancellations

3.1 **Deposit**:
A non-refundable 20% deposit is required at the time of booking to secure your reservation. Where full payment is made in advance, the deposit element remains non-refundable.

3.2 **Final Payment – Transfers & Event Travel:**
The remaining balance must be paid no later than 28 days before your scheduled travel date.

If the remaining balance is not received by this date, Devon Transfers Private Hire reserves the right to cancel the booking. In such cases, the non-refundable deposit will be retained.

3.3 **Cancellation Policy – Transfers & Event Travel:**
This policy applies to all journeys **excluding those identified as Local Journeys on the invoice**, including but not limited to airport transfers, rail station transfers, wedding transport, event travel, regional travel and other non-local journeys.

The 20% deposit is non-refundable in all circumstances. Refunds apply only to amounts paid at the time of cancellation. Refunds below apply to the remaining balance only:

- **More than 28 days before travel**: Deposit retained only.
- **21–27 days before travel**: 50% of remaining balance refunded.

- **15–20 days before travel**: 25% of remaining balance refunded.
- **14 days or less before travel**: No refund.

3.4 **Local Journey Cancellations**:
Local journeys are trips identified as "Local Journey" on the invoice.

- Cancellations made within **24 hours of the scheduled pick-up time** are **non-refundable** and the booking will be considered as completed.
- **Cancellations made with more than 24 hours' notice** will receive a refund **minus 20%** of the total fare, which will **be retained** as an administrative fee.
- The journey category shown on your invoice determines which cancellation policy applies.

Cancellations must be received at least 24 hours before the scheduled pick-up time, calculated to the exact minute. For example, for a 10:30 PM pick-up, cancellation must be received before 10:30 PM the previous day.

These terms are in place to ensure Devon Transfers Private Hire can provide a dedicated and reliable service to all our customers. Once a booking is confirmed, Devon Transfers Private Hire may need to decline other requests to accommodate your travel, particularly during busy periods.

3.5 **Payment Terms – Local Journeys:**

All local journeys must be paid **in advance** via **Bank Transfer (BACS)** or **online card payment (Stripe).** An invoice will be issued at the time of booking or bank details can be provided upon request for direct payment.

Devon Transfers Private Hire does not accept in-vehicle payment for local journeys as standard.

In exceptional cases and at our discretion, the option to pay by card in the vehicle may be offered.

3.6 **Quotation Validity and Fare Adjustments**

- All quoted fares are valid for 30 days from the date of issue.
- After this period, Devon Transfers Private Hire reserves the right to adjust prices to reflect changes in fuel costs, operating expenses or travel conditions.
- Customers will always be informed of any fare adjustments before confirming their booking.

3.7 **Out-of-Hours Pricing (OOH)**

Out-of-hours surcharges apply to **all journey types except airport and seaport transfers**, which are charged at fixed rates and are not affected by OOH pricing.

The OOH time periods are:
- Monday–Saturday: 9:00 PM – 9:00 AM
- Sundays: Before 10:00 AM and after 5:00 PM until 9:00 AM Monday
- Out-of-hours pricing applies automatically and is based on the scheduled pick-up time

Any applicable surcharge will always be confirmed at the time of quotation or booking.

3.8 **Unpaid Balances**

If an invoice remains unpaid after the due date, Devon Transfers Private Hire reserves the right to:
- Add reasonable late-payment fees;
- Refer the outstanding balance to a debt recovery agency;
- Recover any additional costs or fees incurred during the recovery process.

These measures will not apply where an alternative payment arrangement **has been agreed in advance** between the customer and Devon Transfers Private Hire.

This ensures fairness and consistency for all customers.

4. Service Terms

4.1 Our driver will provide a professional and clean service.

4.2 Passengers are expected to behave respectfully and wear seatbelts.

4.3 Luggage size and the amount must be declared upon booking. Failure to declare may result in insufficient space and could lead to the journey being declined without refund.

4.4 Child Seats: Devon Transfers Private Hire care about your child's safety. While not legally required in taxis or private hire vehicles, Devon Transfers Private Hire strongly encourage all parents to use child seats.

- Customers are responsible for supplying their own car seats and fitting them into the vehicle. Devon Transfers Private Hire will store the seat between outbound and return journeys if the return is pre-booked.
- If no seat is provided, the child may legally travel without one (as per UK law), but this is at the **customer's discretion and risk**.
- Devon Transfers Private Hire will **not be held liable** for any incidents resulting from the lack of an appropriate child seat.

4.5 Devon Transfers Private Hire has a no smoking policy (including vapes) and a no eating policy in the vehicle.

4.6 The Devon Transfers Private Hire vehicle has CCTV for protection of our driver and passengers.

4.7 Devon Transfers Private Hire communicates with customers via phone, WhatsApp, email or Facebook Messenger. Please ensure your contact details are accurate at the time of booking.

4.8 Any additional stops, diversions or route changes requested by the customer that were not included in the original booking may incur extra charges. These charges reflect the additional time, distance and fuel required. Customers will always be informed of any additional costs before the journey continues.

- Short comfort stops requested during the planned route (e.g., toilet breaks or quick rest stops) are considered normal and will not incur any extra charges.

4.9 Devon Transfers Private Hire operates a pre-booked service and allocates time and resources specifically for each confirmed journey. In rare cases where a substitute driver or vehicle is required to fulfil a booking, the primary objective will always be to ensure the customer reaches their destination as planned.

5. Airport Pick-Up Procedure

5.1 To ensure a smooth and efficient pick-up experience:

- Devon Transfers Private Hire includes up to 60 minutes waiting time after flight landing for airport pick-ups. Additional waiting beyond this may incur charges.
- Once your luggage arrives on the baggage belt, please send us a message to confirm you're ready for collection.
- Our driver will be waiting nearby (typically within a 5-minute drive) and will drive to the designated pick-up bay upon receiving your message.
- Please ensure your phone is accessible and the number you've provided is correct to avoid any delays.

Note: If there is a delay in meeting us after you've messaged, waiting charges may apply beyond our standard grace period.

6. Right to Refuse Service

6.1 Devon Transfers Private Hire and its drivers reserve the right to refuse service to any customer under the following circumstances:

Intoxication: If the customer appears to be excessively intoxicated, the driver may refuse to transport the individual for their own safety and the safety of others.

Failure to Wear a Seatbelt: All passengers are required by law to wear seatbelts while the vehicle is in motion. Failure to comply after being asked by the driver may result in refusal of service.

Eating or Drinking in the Vehicle: For hygiene and vehicle maintenance purposes, eating and drinking are not permitted inside our vehicles. Any refusal to comply may result in service being denied.

Inappropriate Behaviour: This includes abusive language, threatening conduct or refusal to follow reasonable instructions.

Unlawful or Dangerous Activity: If the customer is found engaging in or suspected of engaging in illegal or dangerous activities, the driver has the right to refuse or terminate the service without refund.

Damage to Vehicle: Should the customer cause or attempt to cause, damage to the vehicle or its property, Devon Transfers Private Hire will immediately refuse service and may seek compensation for any damages incurred.

Devon Transfers Private Hire prioritises safety, comfort and respect for passengers and drivers alike. No refund will be issued in the above circumstances.

7. Liability

7.1 Devon Transfers Private Hire shall not be held liable for failure or delay in performing services due to circumstances beyond reasonable control, including but not limited to severe weather, traffic, road closures, accidents, vehicle breakdown, illness, or acts of public authorities.

7.2 The Devon Transfers Private Hire vehicle is insured under Riviera Insurance.

7.3 Passengers are responsible for any damage they cause to the vehicle.

7.3A Cleaning and Damage Charges

- A minimum **£80 valeting/cleaning fee** applies in cases of sickness, excessive soiling or any incident requiring professional cleaning.
- Damage to the vehicle, interior or exterior, will be charged at full repair or replacement cost.
- If the vehicle must be taken out of service due to damage or soiling, loss-of-income charges may also apply.

These charges ensure the vehicle remains clean, hygienic and available for all customers.

7.4 Devon Transfers Private Hire is not liable for any damage to or loss of luggage or personal belongings during transport, loading or unloading. Customers are responsible for ensuring their possessions are secure.

7.5 Devon Transfers Private Hire strongly recommends that customers take out appropriate Travel Insurance or Wedding Insurance. This is to cover unforeseen circumstances such as event delays, missed flights, cancellations or any other disruption that may affect travel plans. Devon Transfers Private Hire will not be held liable for losses or costs arising for such events.

7.6 In the event that Devon Transfers Private Hire is unable to carry out a confirmed booking due to unforeseen circumstances (including but not limited to vehicle breakdown, illness or other operational issues), Devon Transfers Private Hire reserves the right to arrange a suitable substitute vehicle or driver to fulfil the booking.

Any substitute vehicle or service provided may differ from the original vehicle type, specification or branding.

Where a substitute driver or operator is arranged, Devon Transfers Private Hire will make reasonable efforts to use a licensed and reputable provider. However, Devon Transfers Private Hire cannot guarantee the exact standard, timing or service level of third-party providers.

Where the journey is successfully fulfilled by a substitute driver, this will be considered completion of the booking and no refund will be due.

Devon Transfers Private Hire shall not be held liable for any indirect or consequential losses arising from the use of a third-party provider, including but not limited to missed flights, delays or onward travel disruptions. Customers are strongly advised to have appropriate travel insurance in place.

8. Delays, Waiting and Diversions

8.1 **Local Journeys:**

- **Includes 5 minutes free waiting time**.
- **After 5 minutes**:
  - If **no contact** is made the trip is cancelled and charged as a no-show (non-refundable).
  - If **contact is made** and the driver agrees to wait **£1/minute** applies from the 6th minute.

Please communicate promptly to avoid cancellation or additional charges.

8.2 **Events, Weddings and Special Occasions**:

- Devon Transfers Private Hire allows up to **20 minutes of complimentary waiting time** for weddings, events and special occasion pick-ups.
- Any delays beyond 20 minutes must be communicated to Devon Transfers Private Hire **as soon as possible**.
- After the 20-minute grace period, a **waiting charge of £1 per minute** applies for up to an additional 15 minutes (maximum £15).
- If the customer has not arrived or made contact within **35 minutes of the scheduled pick-up time**, the driver may leave and the booking will be marked as a **no-show** with **no refund issued**.
- Additional waiting time is **subject to the driver's availability** and may not be possible during busy periods.

8.3 **Monitoring Travel:**

Devon Transfers Private Hire monitors flight, train and ship arrivals to help coordinate pick-ups efficiently. Travel details must be shared at booking.

8.4 **Delays to Arrival:**

If a delay becomes so substantial that Devon Transfers Private Hire is unable to complete the collection due to prior commitments, customers may need to make alternative arrangements and should refer to their travel insurance provider regarding any recoverable costs.

8.5 **Diversions:**

If the customer's flight gets diverted to another airport, e.g. due to bad weather,

- Devon Transfers Private Hire will wait at the original airport if possible - subject to schedule availability.
- **If substantial delay occurs**, a **£20/hour waiting fee** applies.
- If Devon Transfers Private Hire are unable to complete your return journey, travel insurance should be used to recover costs.

Devon Transfers Private Hire will communicate any concerns with the customer.

8.6 **Outbound Cancellations:**

If your flight/train/ship is cancelled before or after drop-off:

- Full fare (both outbound and return) will still be charged.
- Devon Transfers Private Hire will collect you again with an additional charge if the driver has already left the location subject to scheduling if the customer has made a return booking.

8.7 **Return Cancellations:**
In the event of a flight, ship or train cancellation on the return journey, the customer is to notify Devon Transfers Private Hire immediately.

- **Cancel 3+ hours before pick-up will be no charge**.
- **Less than 3 hours' notice the full fare applies.**

This policy is in place because our driver may have already begun travelling towards the airport, train station or port to meet you. This means time and fuel are already committed to your journey.

8.8 **No Contact Scenario:**
If Devon Transfers Private Hire receive no communication and cannot locate you at the designated pick-up point, this will be treated as a no-show and charged accordingly.

9. Customer Rewards & Referrals

9.1 **Referral Rewards**:

- Refer a new customer and both of you will receive a £5 discount. The discount applies to the referrer on their next booking and to the new customer on their first booking.
- A referral is successful once the new customer completes a paid booking.
- The new customer must mention the referral at the time of booking.
- Minimum fare of £35 applies to all referral discounts.
- One referral reward may be redeemed per journey.
- Devon Transfers Private Hire reserves the right to verify referrals and decline duplicate, fraudulent or self-referrals.

9.2 **Conditions:**

- Referral rewards are non-transferable and cannot be exchanged for cash.
- Only one referral reward may be used per journey.
- Referral rewards cannot be combined with other promotions, discounts or special offers unless explicitly stated.
- Devon Referral discounts apply only to journeys with a minimum fare of £35.
- Devon Transfers Private Hire reserves the right to amend or withdraw the Customer Rewards & Referrals programme at any time without prior notice.

10. Privacy Policy

Please refer to our Privacy Policy which is a separate document. This is also on our website.

11. Amendments to Terms

11.1 Devon Transfers Private Hire reserves the right to amend these terms at any time.

11.2 Any changes will be reflected in the 'Terms and Conditions' page on the Devon Transfers Private Hire website and a copy will be sent with the invoice.

12. Complaints and Feedback

12.1 Devon Transfers Private Hire welcome all feedback as it helps us continually improve our service and ensure the best experience for all our customers.

- Email us at info@devontransfers.co.uk within **7 days** of your journey so Devon Transfers Private Hire can resolve the issue promptly.
- If you're not satisfied with our response, you may contact the **Mid Devon Licensing Team** at: licensing@middevon.gov.uk

13. Governing Law

13.1 These terms are governed by the laws of England.

14. Miscellaneous

14.1 If any part of these terms is found to be invalid, the rest remain effective.

14.2 These terms constitute the entire agreement between Devon Transfers Private Hire and the customer.

By booking with Devon Transfers Private Hire, you agree to these terms and conditions.

Our Contact Information

Devon Transfers Private Hire

07425 262087 or info@devontransfers.co.uk