



Our Terms and Conditions

1. Introduction

- 1.1. Welcome to Devon Transfers. These terms and conditions outline the rules and regulations for the use of our services.
- 1.2. Our services include Airport, Seaport and rail transfers, local trips, weddings, events and of course not forgetting visiting friends and family.

2. Booking and Reservations

- 2.1. Enquires & bookings can be made via phone, Facebook Messenger, WhatsApp, email or using Devon Transfers online form via their website.
- 2.2. Bookings are only confirmed upon receipt of a confirmation email.
- 2.3. Cancellations must be made 7-Days before the initial scheduled pick-up date to avoid charges (for **all** trips apart from any Local journeys – see 2.4). The type of trip booked will be on the invoice. Please note that we cannot offer refunds for cancellations made within the 7-Days of your initial scheduled pick-up time. In such cases, your booking will be considered as completed.
- 2.4. Cancellations must be made 24-Hours before the scheduled pick-up time to avoid charges (for any **Local journeys**). The type of trip booked will be on the invoice. Please note that we cannot offer refunds for cancellations made within 24-Hours of your scheduled pickup time. In such cases, your booking will be considered as completed.
- 2.5. No-show will incur the full charge which has been paid and this is non-refundable.
- 2.6. Deposits are non-refundable.

3. Payment Terms

- 3.1. Devon Transfers accept cards for local journeys under £40 using our in-vehicle card machine. All other payments will be invoiced and payment expected via BACS.
- 3.2. Devon Transfers request a 15% deposit on booking. The deposit is non-refundable.
- 3.3. Full payment is due 7-Days before the initial scheduled pick-up date. Please note that we cannot offer refunds for cancellations made within the 7-Days of your initial scheduled pick-up time. In such cases, your booking will be considered as completed.
- 3.4. For local trips, a maximum waiting time of 15 minutes is included. After 15 minutes, an additional charge of £1 per minute will apply. If no communication is received after 20 minutes, the pick-up will be cancelled. Please inform Devon Transfers in advance if there are any anticipated delays to avoid cancellation of your trip.

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.



Long Distance or
Local Journeys



24/7 Travel when
booked in advance



Up to 6 People

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- 4.3. Luggage size and the amount must be declared upon booking.
- 4.4. Child seats are mandatory for children under the age of 12 or under 135 centimetres tall. Car seats must be provided by the customer. Devon Transfers will hold the car seat for the duration of your holiday if return journey is pre-booked.
- 4.5. Devon Transfers has a no smoking policy (including vapes) and a no eating policy in the vehicle.
- 4.6. The Devon Transfers vehicle has CCTV for protection of our driver and passengers.
- 4.7. Devon Transfers will monitor your flight, train or ship arrival and adjust the pick-up to reflect any changes subject to other bookings. Devon Transfers will communicate any concerns with the customer via phone, WhatsApp, Facebook Messenger or email.

5. Liability

- 5.1. Devon Transfers are not liable for delays due to traffic, severe weather, police directions, accidents or unforeseen mechanical problems.
- 5.2. The Devon Transfers vehicle is insured under Riviera Insurance.
- 5.3. Passengers are responsible for any damage they cause to the vehicle.

6. Delays, Waiting and Diversions

- 6.1. For local trips, a maximum waiting time of 15 minutes is included. After 15 minutes, an additional charge of £1 per minute will apply. If no communication is received after 20 minutes, the pick-up will be cancelled. Please inform Devon Transfers in advance if there are any anticipated delays to avoid your trip being cancelled.
- 6.2. Devon Transfers monitor flight, train and ship arrivals to ensure timely pick-ups. The customer should provide Devon Transfers with their travel details on booking.
- 6.3. If the customer's flight, train or ship is delayed, Devon Transfers will endeavour to adjust the pick-up time accordingly at no additional cost, subject to other pre-bookings. Should Devon Transfers be unable to complete the pickup then the customer should claim on their insurance. Devon Transfers will communicate any concerns with the customer via phone, WhatsApp, Facebook Messenger or email.
- 6.4. If the customer's flight gets diverted to another airport, e.g. due to bad weather, Devon Transfers will endeavour to wait at the original airport for the customer, subject to other pre-bookings. If the delay is substantial, there will be an additional waiting charge of £15 per hour or part of. Should Devon Transfers be unable to complete the pickup then the customer should claim on their travel insurance for any additional costs incurred. Devon Transfers will communicate any concerns with the customer via phone, WhatsApp, Facebook Messenger or email.
- 6.5. In the event of a flight, ship or train cancellation on the outbound journey, prior to the pick-up time or even once dropped off at the airport, seaport or train station, the total fare will still be charged for the entire trip, outbound and the return. This is due to



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Devon Transfers taking your booking and not accepting any other customers to book on that day/time. If Devon Transfers have the availability, they will come back and collect you and return you to your original pick-up location. There would be an additional charge for this if Devon Transfers have already left the airport, seaport or train station and the customer has requested them to return.

- 6.6. In the event of a flight, ship or train cancellation on the return journey, the customer is to notify Devon Transfers immediately. Any Cancellations made at least 3 hours before the scheduled pick-up time on the return journey will not incur any additional charges. For cancellations made less than 3 hours before the scheduled return pick-up time, the fare will still be charged.
- 6.7. If the customer does not communicate any information regarding delays or cancellations and the driver is unable to locate the customer at the designated pick-up point, it will be considered a no-show and the fare will still apply.

7. Privacy Policy

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

8. Amendments

- 8.1. Devon Transfers reserve the right to amend these terms at any time.
- 8.2. Any changes will be reflected in the 'Terms and Conditions' page on the Devon Transfers website and a copy will be sent with the invoice.

9. Complaints

- 9.1. Complaints can be filed by contacting Devon Transfers through the company email address in the first instance or to the Mid Devon Licensing Team at licensing@middevon.gov.uk if not resolved. Devon Transfers welcome suggestions because they help to improve our services and put things right when they have gone wrong.

10. Governing Law

- 10.1. These terms are governed by the laws of England.

11. Miscellaneous

- 11.1. If any part of these terms is found to be invalid, the rest remain effective.
- 11.2. These terms constitute the entire agreement between Devon Transfers and the customer.

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

Our Contact Information

Devon Transfers

07425 262087 or Devon.transfersph@gmail.com

