

## PLEASE ENSURE YOU HAVE READ THESE TERMS AND CONDITIONS

\* Booking through our website and consolidators are considered as your booking is confirmed and you have agreed to all our terms and conditions once you received the booking confirmation via e-mail.

\* We will make every effort is made to ensure collection and deliveries of the vehicle are made at the requested times, we do not accept any responsibility for delays of its service, caused as a result of circumstances beyond our control, such as delayed flights, traffic congestion, security alerts, road accidents, baggage delays, weather conditions, immigration delays etc.

\* Any extra days of stay will be debited from the customer's account and payment collected while return of the vehicle. Any extra days will be charged at a daily rate of £15.00.

\* Full payment must be paid for the booked service prior to the commencement of the service.

\* If you return after midnight from your actual return date that you paid for, and if your car needs to be delivered after midnight, an additional charge of £25.00 is applied.

\* A booking may be cancelled up to 24 hours prior to the date for which the service has been booked, and refund will be given after deducting £15.00 admin fee.

\* Any customer wishing to reduce the length of stay for a service once that service has been booked will be liable to pay the fee for the whole go the service booked. No refunds will be given for any cancellations or none use of our service made within 24 hours of the day of travel.

\* Any amendments made within 24 hours of departure and during the duration of stay will sustain a charge of £20.00 for each and every amendment made. All amendments must be made via e-mail.

\* No claims for damage can be made unless the damage was reported to the attention of our representative upon collection of your vehicle on your return. Your insurance must cover your vehicle against your car parked with us, for theft, fire, flood spiteful damage.

\* We expect our staffs are treated in a respectable manner and offences against our staffs will be taken seriously including verbal abuses.

\* Our insurance covers our legal liabilities.

\* Removable items which are left unattended are left at the owner's risk while the vehicle is in our custody.

\* We will not be held responsible for any claims of any nature below £700.00 including dents, bumps and scratches.

\* We do not accept liability for any loss or damage whatsoever caused unless proved to be caused by the lack of care of our employees.

\* The customer must ensure that, the vehicle is roadworthy and holds a road tax, mot and insured to comply with road traffic act 1988.

- \* We except no liability for structural, mechanical and electrical failure of any part of the vehicle.
- \* We except no liability for windscreens, glass chips, tyres, clutches and in certain alloy wheels howsoever caused.
- \*Only in the event of a road accident we will make arrangement for you get to your destination. This is not applicable for break downs and tyre puncture or any mechanical, technical or any electrical faults, etc.
- \*Any repairs to be carried out to your vehicle must be carried out by a garage approved by us. You will be responsible for the delivery and collecting the vehicle. We will not agree for any works to be carried out by the dealership even if the vehicle is still under its warranty.
- \* Modified vehicles from their original manufacture's specifications e.g. life or lowering kits oversized tyres/body kits, suspension adjustment we are not responsible/liable for any resulting damage as the dynamics to driving these modified vehicles is not to industry standard.
- \* In event that the car acquires any form of puncture, we will help you in every possible way to assist but you are responsible for the cost of the changing or replacing or repairing the tyre.
- \* We accept no liability for any faulty alarm fobs, faulty keys, broken keys or any other keys left on the key ring. In the event of vehicles not starting you are responsible for your car. Only the car key should be given to the driver.
- \*We will not hold any responsibility for any result of us have to jump-start your vehicle.
- \*We require the customers to have a spare key for the vehicle, which would we require to be taken with the customer.
- \* During certain busy periods or lengthy periods of stay, your car may be moved and parked in any of our other overflow compounds. These overflow car parks could be parts of public car parks which we have a special arrangement with these car parks.
- \*Please remove any electronic items which is attached to the windscreen due to security reason which is including Satellite Navigation and CCTV.
- \* Any indirect / direct loss as a result of damage or loss to the vehicle such as loss of missed flights/ hotel chargers etc.
- \* Damage or loss covered by your own insurance. No vehicles will be covered for flood / Theft / Fire / Malicious damage or any other intervening act of nature whist vehicle is parked in our custody.
- \* We will not pay more than £20,000 for loss or damage of the vehicle.
- \*We work hard to deliver your vehicle back to you with in 60 mins depending on weather conditions and traffic.
- \* We will not be held liable for any missed or delayed flights / car hire charges as a direct or indirect result of our service.

\*We will not be responsible for any discolor of paintwork / scratches or dents that may become visible after a rainfall/ car wash. This is regardless if the dents/ scratches mentioned in the document or not.

\*We are unable to accept vehicles that are fitted with a roof box that do not fall under the height restrictions within the airport car parks.

In the event of a customer booking the service with a vehicle fitted with a roof box the company will not accept liability for any damage.

\* The internal condition of the vehicle is not checked at any time and no responsibility is accepted for the interior conditions.

\* We will not be responsible for any dents and minor scratches which may not be possible to seen in weather conditions.

\* We reserve the right to change or modify these terms and conditions according to the need of the business without prior notice.

Customer complains procedure.

\* All complains need to be made via email/letter/to our office.

\*A member of our complains team will respond back to you within 4 working days.

\*Please note that all matters are dealt by writing. Any issues/incidents raised whilst picking or dropping your vehicle need to be made apparent to a Driveparkme staff member of which would be reported and logged back to the duty manager. No acceptance of liability can be made until the matter is thoroughly investigated.

\*These conditions will remain force unless the change is made in writing directly with our self and with our written permission.

If you have any questions about our terms and conditions.  
Please contact us.