

## Terms and conditions

PLEASE NOTE: When booking through star parking, you have agreed to be bound by the Terms and Conditions of Bookings for Star Parking Ltd. We receive bookings via different channels, such as offline marketing and booking agents. It is your responsibility to request a copy of the terms and conditions of your parking provider if booked through a third-party aggregator seller.

All of the car park services offered by Star Parking are based off-site unless otherwise stated. Star Parking Ltd will not be held responsible for any refund claims based on any customer insistence that this information is not readily available on the site, as it's stated throughout the site and within the stated terms and conditions.

### BOOKING CONDITIONS

E-mails containing booking confirmation details are issued automatically by our system upon completion of the booking. We cannot be held responsible for those details not reaching a client's inbox due to the security settings of the client's computer or service provider.

Please ensure that you have entered the correct VRN when making your reservation, as we have an ANPR system in place in certain car parks. You may receive PCN for entering incorrect details.

1.0 Any recording device and dash-cams will be disconnected during collection due to data protection.

1.1 Star Parking does not accept unfit roadworthy vehicles. It is the driver's discretion to inspect and accept the vehicle. No refunds will be made in the event of a refusal of your vehicle collection by our drivers. You must ensure that before leaving the vehicle with the car parking company, it is in a roadworthy condition, taxed and holds a current MOT and has a sufficient amount of fuel left (minimum of ¼ tank)

1.2 We do not accept Caravan, campervans, over-height/heavy vehicles, Structurally Modified vehicles, Minibus over 12 seaters and any cars valued exceeding £40,000. You must e-mail/call us before making your booking if you bear one of these types of vehicles, as you will not be paid in full or may refuse any claims during the event of an accident/damage claim. However, your booking will be honoured with the assumption that you accept the above conditions.

1.3 Star Parking Ltd is the direct operator of Heathrow airport. Please request the T&Cs separately for the use of other airports such as Gatwick, Luton, Stansted and City or if you have booked via third-party vendors other than directly at [www.starparking.co.uk](http://www.starparking.co.uk)

1.4 The car parks will accept liability for proven acts of their negligence. However, any damage claims will be stringently disregarded once your vehicle has left the site or terminal before you conduct your due diligence. Thus, checking your vehicle is imperative before leaving the official grounds.

1.5 Star Parking Ltd cannot accept liability in any circumstances where the performance of the contract is prevented because of war, the threat of war, riots, civil strife, terrorist activities, industrial disputes, road closures/diversions, natural and nuclear disasters, fire or adverse weather conditions etc.

1.6 We endeavour to deliver your vehicle back to you within 45 min once you have called. All are subject to traffic, road closure, weather conditions and certain holiday periods. No compensation will be paid for delays.

1.7 We will not be held liable for any delayed or missed flight/car hire charges as a direct or indirect result of our service.

1.8 We advise customers to ensure they arrive at the car park with plenty of time to achieve their flight check-in.

## 2. SERVICE TERMS AND YOUR RESPONSIBILITY

Chauffeur / Meet and Greet Services: Please ensure you have the telephone number and details of the arrival procedure as stated on your booking confirmation. It is your responsibility to obtain this information before departing for the airport - Any missed bookings, flights or other problems arising from the customer's failure to receive this information will not be reimbursed by Star Parking Ltd or any of our affiliates.

2.1 Directions and parking procedures to find meeting locations will be your sole responsibility (we offer only guidance). We will not compensate you for your losses if you are misguided by our e-mail procedures for parking appointments.

2.2 Should you wish to arrive early or late other than your scheduled time, you must inform the operation and obtain (an additional fee may apply)

2.3 Procedures: If the car park charges you because you do not follow the correct entry or exit procedures or present your voucher, Star Parking Ltd may not be able to obtain refunds on your behalf.

2.4 Any input errors (wrong arrival time, terminal or incorrect contact details) will result in company drivers being kept waiting or late arrivals by clients may result in a £20 administration charge plus the car park fee, payable to the driver immediately.

2.5 In the event of a no-show by the customer or delay over 30 minutes in arriving with the vehicle at the Agreed Time by the customer, the Company reserves the right to charge the customer a part of the whole of the chargeable rate in force at the time.

2.6 By entering the car park without following the correct procedures may result in additional parking charges

2.7 Vehicle drop-off and collection out of operational hours will be subject to £20 before 04.45 on or after 23:30 (night charges are calculated at an hourly rate)

2.8 The car parking company reserves the right to move the vehicle within or outside the car parks by driving or otherwise to such extent as the car parking company or its servants may in their discretion, think necessary for the efficient arrangement of its parking facilities at the car parks, It will be essential for the exercise of the rights conferred upon the car parking company under this condition, for the car parking companies chauffeur to have the right to drive or otherwise take the vehicle on the public highway. We reserve the right to drive vehicles up to 30 miles round trip on certain busy seasons to the principal/temporary facility.

2.9 Star Parking will neither accept responsibility nor compensate for broken-down vehicles unfit to drive. This includes mechanical or structural faults occurring during transit or after days of parking.

3.0 You should bring your vehicle with an adequate fuel level (1/4 tank minimum); we will not refuel or recover should the vehicle stall during transit. We reserve the right to refuse or deliver vehicles with no delivery/low range. Your responsibility is to come and collect the car from our facility at your own cost.

3.1 Unless otherwise accepted, we are not responsible for any damages, punctured tyres, or wheels. If any punctures arise due to the negligence of our staff, such as by driving into a curb or a visible nail/sharp objects purposely, we will ensure that the replacement tyre to the same condition as the previous tyre.

3.2 In the event of delays in flight/airport or bag delivery, It is your responsibility to collect your car within a reasonable time frame. Our operations will contact you to offer you alternative options. From this point forward, we anticipate your full cooperation to avoid additional charges or delays.

### 3. PRICES:

All prices are for pre-booking and include VAT at the current rate of 20% unless otherwise indicated.

3.1 Price Changes: Star Parking is committed to providing the highest standards and the best choice of products at the best prices, so we continually review our products and prices throughout the season. There are likely to be some special seasonal offers, and prices may increase in some circumstances.

3.2 All bookings are subject to a non-refundable booking fee of £25 If notice is given more than 48 before the vehicle drop of day/time. These conditions vary by some third-party platforms.

3.3 Daily Prices: Daily prices may vary according to the date and length of stay.

3.4 Surcharges: Please check the products for any additional surcharges. These charges are charged by the chauffeur/car parking company independently and bare no relevance to Star Parking Ltd or our advertised prices.

3.5 Two-way transfers from the car park to the airport: Included in the Star Parking Ltd price. Irrespective of how the service is completed.

3.6 Minimum stays: A minimum stay applies at some car parks. Should you wish to stay for fewer days, you can, but the cost of the minimum duration is payable.

3.7 High-sided or extensive vehicles: Not all car parks can accommodate them, or there may be an extra charge. Please check the product or contact our office for details before making a booking.

### 4. ADVERTISING

4.1 With our affiliated booking agents, Star Parking Ltd can advertise for numerous companies at any one airport and, as such, promote the best possible price for any given stay throughout the year for that airport.

4.2 We do not offer price match with any available similar product in the market

### 5. CANCELLATION POLICY

5.1 ALL CANCELLATIONS MUST BE MADE DIRECTLY THROUGH STARPARKING LTD TO BE VALID. (Not with the car park).

5.2 Please send an e-mail to [bookings@starparking.co.uk](mailto:bookings@starparking.co.uk) or phone: <?php echo DEFAULT\_TEL;?> (Office hours only - Monday - Friday 09.00 to 17.00) quoting your booking reference number. Please note that cancellation requests can only be actioned within office hours and are subject to our notice periods (see 5.5).

5.3 Any clients booking where they have not complied with on-screen booking requirements (e.g. printed off their voucher etc.) and who have been unable to park will not be subject to a refund.

5.4 The Customer shall immediately inform the Company of any cancellation or delay in delivering or collecting the vehicle as soon as possible after the event that leads to the cancellation or delay.

(b) Depending on the notice, a charge will apply to cover administration costs and reallocate the reserved space. Refunds and expenses relating to cancellation will apply as follows:

48 hours or less before departure date: no refund possible. Any notice over 48hrs, payment will be refunded less the £25 fee admin charge, or you could hold the booking for seven days (subject to price change and admin fee)

5.5 Duplicate Bookings - In the event of a client making a duplicate booking for the exact stay/vehicle and client should contact us within three days from the time of making the reservation.

5.6 With every effort being made to ensure clients receive the information of their booking. If, for any reason, a client fails to utilise the booked space and adequate notice is not given (72 hours) will regretfully receive no refund.

5.7 Should a client wish to cancel, they must do so at least 48 hours prior to their departure date to be eligible; those who cancel after this time will be subject to our normal conditions listed above.

5.8 Cancellation Cover does not apply for bookings made the same day, booked for the following day or in certain products where stated.

## 6. AMENDMENT POLICY

6.1 Any data and product amendments made to a booking with more than 48Hr notice will be accessible directly at star parking website. To amend your bookings, please use the contact us form or contact our office within office hours.

6.2 Last-minute bookings are not permitted, and no refunds will be made for those who made reservations without 8hr notice, although this is allowed directly on our website.

## 7. SECURITY

7.1 We may store your vehicle in overflow compounds when the primary parking facility is up to full. Our overflow compound may not fit CCTV. However, we ensure those facilities are securely enclosed to safeguard your vehicle.

7.2 Possessions and Keys: Please remove all possessions and leave only the keys/codes required to move your vehicle. In the interests of efficient operation.

7.3 We do not carry inventory checks and will not hold you responsible for any losses.

## 8. DISTANCE SELLING

Regulation 6 (b) of the distance selling regulations 2000 state that contracts for the provision of transport and leisure services. Cancellations are subject to the contractual terms agreed upon within these Terms & Conditions. At the same time, the supplier who provides services on a specific date or within a particular period are exempt from the traditional 'cooling-off period placed on select online goods and services.

## 12. Exclusions and limits of our responsibility

12.1 Loss or damage to be covered by your own insurance. No vehicles will be covered for fire/theft/flood/mechanical, structural or other intervening acts of nature whilst in our custody or during transit

12.2 Any indirect or direct loss due to damage or loss to the vehicle (such as loss of earnings/missed flights etc.)

12.3 Our insurance will pay not more than 40k for loss of or damage to the vehicle, whether fault or non-fault.

12.6 We will not be responsible for any minor scratches or dents (whether it's marked or not on vehicle check documents), which may not be possible to identify in confined times and weather conditions

12.7 We will not be responsible for any chips or broken glass to the vehicle, whether it's marked or not on the vehicle check document

12.8 we will not be responsible for any valuables left in your vehicle whilst our custody

12.9 We will not be responsible for any discolour of the paintwork or dents and scratches that may become visible after a car wash/rainfall. This is regardless of the dents or scratches mentioned on our inspection sheet.

12.10 We will not hold any responsibility for your alloys or tyre puncture, regardless if it's mentioned on our inspection sheet.

12.11 If your vehicle needs to be repaired due to our negligence, our own approved organisation must carry it out. It will be your responsibility to deliver and collect your vehicle to and from the garage at your own cost. In some cases, we will offer a loan car depending on the severity of your vehicle's driving condition. It will be only a standard car up to 1.2cc. We will not provide like-for-like vehicles.

12.11 We will not accept liability for mechanical or structural damages to your car whilst it's in our custody or any arising mechanical/faults whilst in transit.

12.12 We will not authorise or agree for any works to be carried out by dealerships even in the event of the vehicle forgoing its warranty. You must obtain our agreement and liaise with us for the best solution to rectify damages/scratches.

12.13 Any lost keys will be replaced by star parking within 3-7 working days. (we advise you to carry a spare key just in case, if available)

12.14 Star Parking will only pay a one-way taxi fare to get you home from the Airport (Uber, Bolt or APL service)

12.15 In the event of a lost key. We will not reimburse any cost for your different journeys, ie- Hotel stay, hire car companies, or we will not supply courtesy cars unless your home journey is excessive of 150mile in the distance.

12.16 It is the sole discretion of the management to authorise you to obtain a new key from the dealer if the key is special made and the vehicle is less than three years old. For any car older than three years, we will use a third-party provider to program and restore the key for your vehicle, which will be the same or similar type with full functionality to your original key. (1-year warranty is provided)

12.17 We will not reimburse any incurring cost should you wish to have your key made by the choice of your vendors.

12.18 We will try to fix any damage within a reasonable amount. However, In the event we agree to any form of repair, payment disbursement, reimbursement or compensation (whether liability is admitted or not by us), you (the client) will be responsible for the damage excess fee of £750 to pay for any damage to the claim carried out through our insurance company.

12.19 It is your responsibility to keep pictures of your vehicle to prove evidence in the event of any damage claims; any claims for minor dents and scratches will not be compensated unless this is confirmed by your images (Images should be captured at the time of arrival with time date and location stamped). Photos also can be requested from certain terminals by the entry capture. It is your responsibility to liaise with the relevant authority to obtain pictures to prove damages/scratches.

12.20 The total liability for Star Parking Ltd to the client for all claims arising from this website and materials is limited to the cost of the client's booking, including parking and booking fees paid to Star Parking Ltd as per the contract.

### 13. COMPLAINTS PROCEDURE

13.1 If you encounter a problem at your chosen car park, please inform the service provider immediately to allow them to rectify the situation. If you do not advise the provider at the time, it may be challenging to pursue a complaint at a later stage. Our service providers will do their utmost to assist with any given request. However, assistance cannot be guaranteed.

13.2 Please put any outstanding issues in writing via e-mail within three working days of your return date, including as much detail as possible, to [contact@starparking.co.uk](mailto:contact@starparking.co.uk)

13.3 You should expect a reply within ten working days of receipt of your complaint. You will be informed of any delay and the reason for it, should one arise.

### 13. E-MAIL

As a valued customer, we, or the agent with whom you booked your parking, may contact you with offers you may be interested in. You can opt-out of receiving these e-mails by contacting [info@starparking.co.uk](mailto:info@starparking.co.uk) this does not affect your statutory rights as a consumer.

The above T&C are governed by and shall be construed under the laws of England. We may alter our terms and condition at any time with the decision of BOD and will be updated only on our website with immediate effect with or without notification

Star Parking Ltd may modify these Terms and Conditions at any time. Your continued use of this website, including telephone bookings, will be conditioned upon the Terms and Conditions in force at the time of your service.

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