

Terms and Conditions

1. DEFINITIONS

"**Company**" means Airport Executive Ltd, also referred to as "Us", "Our" or "We".

"**Customer**" means the person who pays for the booking or any passengers, also referred to as "You" or "Your".

"**Lead Passenger**" means the person who made the booking on behalf of all passengers.

"**Supplier**" means a driver, vehicle owner-operator, or partner company engaged to fulfil transportation services.

"**Booking Confirmation**" means the written confirmation of the booking to validate your journey.

"**London Services**" means any journey that commences within the Transport for London (TfL) licensing area, being Greater London.

"**UK Partner Operator**" means a licensed private hire operator holding the relevant local authority operator licence for journeys outside the TfL licensing area within the United Kingdom.

"**International Services**" means any journey that commences outside of the United Kingdom.

"**International Supplier**" means a transportation service provider operating outside of the United Kingdom.

"**SLA**" means Service Level Agreement between Airport Executive Ltd and our Suppliers.

2. THE COMPANY

Airport Executive Ltd (the Company), trading as Airport Executive, is registered in the United Kingdom.

Registered Address

6th Floor Suite 19
First Central 200
2 Lakeside Drive
London
NW10 7FQ
United Kingdom

Company Registration: 02422516

VAT Number: GB 503 5026 93

Transport for London Licence Number: 402

Telephone: +44 (0)208 838 3333

Email: bookings@airportexecutive.com

The websites www.airportexecutive.com and www.airportexecutives.co.uk are owned and operated by Airport Executive Ltd.

3. OUR SERVICES AND CONTRACTUAL RELATIONSHIP

3.1 Services Provided

The Company provides its Customers with ground transportation services including chauffeur services, airport transfers, executive car hire, minibuses and coach transport. All Suppliers engaged to fulfil transportation services are vetted to ensure they meet our Service Level Agreement, hold the necessary licences and local permits relative to the jurisdiction in which they operate.

3.2 London Services - Principal Contract

For all London Services (journeys commencing within the Transport for London licensing area), Airport Executive Ltd acts as principal and contracts directly with you for the provision of transportation services. In accordance with the Private Hire Vehicles (London) Act 1998 and Transport for London guidance, we accept your booking as principal and enter into a contractual obligation with you to provide the journey. We are legally responsible for the provision of your journey from pickup to drop-off. We fulfil this obligation through our

network of licensed drivers and vehicles operating under our TfL operator licence (No. 402). Payment for London Services is made to Airport Executive Ltd and is subject to VAT at the prevailing rate.

3.3 International Services - Agency Arrangement

For International Services (journeys commencing outside the United Kingdom), Airport Executive Ltd acts as a booking agent. We do not hold operator licences outside the United Kingdom and therefore the contract for the provision of transportation services is between you and the relevant International Supplier. We facilitate the booking on your behalf. The International Supplier is responsible for the provision of the journey and compliance with local licensing and regulatory requirements. We accept no liability for the acts or omissions of International Suppliers, save for our duty of care in selecting appropriately qualified and licensed providers.

3.4 UK Services Outside London - Agency Arrangement

For journeys commencing within the United Kingdom but outside the Transport for London licensing area, Airport Executive Ltd acts as a booking agent. We do not hold operator licences outside the TfL licensing area and therefore the contract for the provision of transportation services is between you and the relevant UK Partner Operator who holds the applicable local authority operator licence. We facilitate the booking on your behalf. The UK Partner Operator is responsible for the provision of the journey in accordance with their local authority licence obligations.

3.5 Identification of Supplier

Your Booking Confirmation will identify the contractual relationship applicable to your journey. For London Services, Airport Executive Ltd is identified as the service provider. For UK Services Outside London and International Services, the relevant UK Partner Operator or International Supplier will be identified where known at the time of booking, or you may request this information from us prior to your journey.

4. BOOKING PROCESS

We accept bookings via our website, mobile apps, telephone, email and WhatsApp. Bookings will only be accepted by persons over the age of 18. Passengers under the age of 18 travelling without an adult can only be accepted with prior written approval from us.

By submitting a booking, you are accepting these Terms and Conditions. The person making the booking is classed as the Lead Passenger and accepts these Terms and Conditions on behalf of all passengers for the duration of the journey(s).

Upon submitting a booking, it is not confirmed until you receive a Booking Confirmation from us in writing via email or SMS. Same day bookings are subject to availability and you are advised to call us so we can confirm whether we can fulfil your request.

In the event that we are unable to fulfil your journey request, we will inform you via email and reimburse you in full any monies paid, leaving us free from any further liability to you.

It is important that you carefully check all your travel details before you submit your booking request, in particular the dates, times, vehicle classes, and correct pick-up and drop-off addresses. We cannot be held responsible for incorrect information that you provide. Please also check your Booking Confirmation for any errors or omissions. Any errors must be reported to us in writing at least two hours before the journey is scheduled to commence.

Our online booking system uses Google Maps to calculate fares based on the address selected. Google Maps does not allow users to input building, house or apartment numbers within the address field. It is therefore essential that you enter any building name, house number, apartment number, floor level, or access instructions in the 'Notes' section of the booking form. Any additional details that will assist the driver in locating difficult-to-find pick-up points should also be included in the Notes. We cannot be held responsible for delays or failed pick-ups caused by incomplete address information.

5. THE CONTRACT

By making a booking request, the Lead Passenger confirms acceptance of these Terms and Conditions and has the legal capacity to accept them on behalf of all passengers. We reserve the right to change or amend our Terms and Conditions. The issue date will always be highlighted at the end of this document.

For London Services, the Booking Confirmation constitutes the contract between Airport Executive Ltd and you. For UK Services Outside London and International Services, the Booking Confirmation constitutes evidence of the agency arrangement and the contract for transportation is between you and the relevant UK Partner Operator or International Supplier as identified in accordance with Section 3.5.

It is the responsibility of the Lead Passenger to check the Booking Confirmation carefully upon receipt. Any errors or omissions must be notified to us immediately.

6. PAYMENT AND PRICING

6.1 Payment Methods

We accept payment via Debit/Credit Card, PayPal, Apple Pay and Google Pay. These services use up-to-date data encryption and SSL protocols for your security. We will send you a payment link and all card details are stored on a secure payment gateway. We reserve the right to pre-authorise your payment method to ensure funds are available. Cash payments may be accepted in some destinations upon prior arrangement.

6.2 Currency

We accept payment in GBP (pounds sterling), USD (US dollars) and EUR (euros). Currency conversion rates are calculated daily and any conversion costs are borne by the Customer.

6.3 VAT and Taxes

For London Services, prices quoted are inclusive of VAT at the prevailing rate. For UK Services Outside London and International Services, local taxes or charges may apply. The Customer is responsible for any additional taxes, duties or charges levied by local authorities.

6.4 Payment Timing

Full payment is required 24 hours before the scheduled collection time in order for us to process the booking. We cannot accept any liability for services provided until full payment has been received. Payment for all services is collected by Airport Executive Ltd.

6.5 Corporate Accounts

We offer separate credit account terms for Corporate Account Customers on acceptance of our Account Application process. Please contact us for details.

7. CHAUFFEUR BY THE HOUR

We accept bookings for chauffeur services by the hour with a minimum period of four hours. Hourly bookings are subject to a maximum distance of 50 miles per hour or part thereof. For hourly bookings, the journey must end within the same city as the pick-up unless agreed prior to booking. If the booked hours or mileage are exceeded, additional charges will apply at our standard hourly and mileage rates.

8. AIRPORT TRANSFERS

If your booking is from an airport, the booking time that you provide will be assumed to be the flight landing time unless you advise us otherwise. Airport pick-ups include 60 minutes of complimentary waiting time from the scheduled flight arrival time. We will monitor your flight and adjust the pick-up time to accommodate any delays to arriving aircraft within reason.

Should you require a specific meeting time irrespective of the flight landing time, you must notify us at the time of booking. The onus is on the passenger(s) to locate the driver at the predetermined meeting spot as defined in the Booking Confirmation. In case of difficulty locating the driver, contact the number shown on the Booking Confirmation.

It is essential that the Lead Passenger is contactable by telephone, SMS or WhatsApp from 15 minutes before the scheduled pick-up time until the driver has been located. Failure to be contactable may result in an unsuccessful pick-up for which we cannot be held responsible and no refund will be applicable.

If you organise alternative transport without informing us, the journey will be deemed complete and no refunds will be applicable.

Whilst every effort will be made to avoid delays, we cannot be held responsible for any consequential loss such as missed flights, trains, boats or connections as a result of circumstances beyond our reasonable control, including but not limited to traffic conditions, adverse weather, vehicle breakdown, road closures, or accidents. We strongly recommend that you allow extra time for unforeseen delays and take out adequate travel insurance.

9. INTER -CITY TRANSFERS

For non-airport journeys, 15 minutes of complimentary waiting time is included from the booked pick-up time. Any passenger who is uncontactable 30 minutes after the booked time will result in the journey being classified as a no-show with no refund applicable. If we are informed of a delay by you, we will accommodate reasonable waiting time and charge waiting time at the rates specified in Section 10.

10. WAITING TIME

If the driver is asked to wait beyond the complimentary waiting period, either at the beginning or during the journey, waiting time is chargeable at our current standard rates as follows:

Vehicle Class	Hourly Rate (or part thereof)
Economy Class	£50 / €58 / \$68
Business Class	£60 / €70 / \$82
First Class	£75 / €87 / \$102
Coach	Variable. Enquire on booking.

For non-airport pickups, chargeable waiting time will commence 15 minutes after the booked time.

11. VEHICLE CLASSES AND MODELS

Vehicle classes, makes and models shown on our website and apps are for illustrative guidance only. We strive to provide vehicles of a similar standard and reserve the right to offer an alternative vehicle of equivalent or higher specification if we are unable to fulfil your specific request. If we are required to downgrade your vehicle, we will reimburse you the difference between vehicle classes. Vehicle types and standards are subject to regional variations and local availability.

Vehicles are allocated by our scheduling team on the day of travel based on operational requirements, driver availability and fleet capacity. For this reason, we are unable to confirm the exact make, model, colour, registration or age of the vehicle in advance, nor can we provide photographs of the specific vehicle that will be assigned to your booking. We guarantee only the vehicle class (e.g. Economy, Business, First Class) and passenger capacity as specified in your Booking Confirmation. All vehicles in our fleet and partner network are maintained to a high standard regardless of age or model.

12. PASSENGERS

All passengers must possess valid documentation (passports/visas) for crossing borders where applicable. We cannot accept any responsibility for additional costs incurred as a result of failure to provide necessary documentation.

13. CHILDREN AND INFANTS

13.1 Child Restraint Requirements

All children and infants must be accounted for within the total number of passengers at the time of booking. Laws regarding child restraints vary significantly by country and jurisdiction. In the United Kingdom, appropriate child restraints are required by law for children until they reach 12 years of age or 135cm in height, and it is illegal for babies and children to travel on the lap of an adult. Within the European Union, similar requirements apply under EU directive 2003/20/EC, though implementation varies by member state. Note that car seats or child restraint systems may not be compulsory in coaches in some jurisdictions.

For International Services, it is the sole responsibility of the Lead Passenger to familiarise themselves with local child restraint laws applicable to the country of travel and to ensure compliance. Even where local laws permit children to travel on an adult's lap, we strongly advise against this for safety reasons. We cannot be held responsible for non-compliance with local regulations. In jurisdictions where child seats are legally required, passengers with children who do not have an appropriate child seat may be denied boarding and no refund will be applicable.

13.2 Child Seat Provision

We can provide appropriate child seats as long as they are specified at the time of booking. We strongly recommend parents travelling with infants under 1 year bring their own rear-facing seat. Standard child seats will be provided based on your request; any client requiring non-standard equipment is advised to supply their own. If you have not booked a child seat through us and one is required, parents must bring their own. This is solely your responsibility.

13.3 Supervision of Minors

Children up to 10 years must always be accompanied by an adult. Children between 10 and 15 years may travel alone with a written declaration of consent from their parent or guardian; please note that our drivers cannot provide supervision for children. From the age of 16, young people may travel alone without restriction provided they have all necessary identification documents.

13.4 Child Seat Guide

The correct size child seat must be requested and the age/weight of the child must be advised at the time of booking:

- Rear-facing baby seat (Group 0): up to 13kg (29lbs), approx. birth to 12-15 months
- Forward-facing child seat (Group 1/2/3): 9-25kg (20-55lbs), approx. 9 months to 4 years
- Booster cushion (Group 3/4): 22-36kg (48-79lbs), approx. 6 to 12 years

Child seats provided by us may be subject to additional charges. It is the responsibility of the Lead Passenger to ensure any child seat is fitted correctly and that the child is secured properly. We do not accept liability for incorrect use or fitting of child seats.

14. PASSENGERS WITH DISABILITIES

We endeavour to fulfil the needs of passengers with disabilities and will make reasonable adjustments where possible. The Lead Passenger is responsible for informing us of any special requirements at the time of booking, including any wheelchair users or mobility equipment. Whilst we will always try to accommodate your needs, we cannot guarantee specialist vehicles will always be available.

15. LUGGAGE

15.1 Declaring Luggage

In order to allocate the correct vehicle type, it is the responsibility of the Lead Passenger to inform us of the number and size of all luggage items at the time of booking. If the booked vehicle is not suitable, we will contact you to advise of alternative options, which may be subject to additional cost. Oversized or specialist luggage must be declared at the time of booking.

15.2 Maximum Dimensions and Weight

The following maximum dimensions and weights apply:

Item	Max Dimensions (cm)	Max Weight
Carry-on / Hand Luggage	56 x 45 x 25cm	15kg
Suitcase / Hold Luggage	90 x 75 x 43cm	32kg
Ski / Snowboard Equipment	190 x 75 x 65cm	25kg
Bicycle	190 x 95 x 65cm	25kg
Pram / Pushchair	120 x 45 x 45cm	15kg
Golf Equipment	190 x 75 x 65cm	25kg

15.3 Oversized Luggage Surcharges

Items exceeding the maximum dimensions above are subject to the following surcharges per item:

Item	Surcharge
Oversized Bag / Suitcase (each)	£10 / €12 / \$15
Ski / Snowboard Equipment (each)	£10 / €12 / \$15
Bicycle (each)	£20 / €23 / \$27
Pram / Pushchair (each)	No charge
Golf / Other Sports Equipment (each)	£10 / €12 / \$15

15.4 Undeclared or Excess Luggage

If more luggage is presented than was declared at the time of booking and there is insufficient space in the vehicle, or if the additional luggage would compromise safety, the driver has the right to refuse to transport the excess luggage or the entire booking. No refund will be applicable in such circumstances.

15.5 Luggage Supervision and Liability

Luggage and personal belongings remain the sole responsibility of the passenger at all times, including during loading, unloading, transit and any stops. Passengers must supervise the loading of their luggage until it is safely loaded into the vehicle. We strongly advise extra vigilance in busy stations, airports and city centre locations. We accept no liability whatsoever for luggage or personal belongings that are lost, stolen, damaged or destroyed, howsoever caused, including but not limited to theft by third parties, damage during handling, or items left in vehicles. Passengers are strongly advised not to leave luggage unattended at any time and to take out comprehensive travel insurance that covers loss, theft and damage to personal belongings.

We will endeavour to return any possessions left in the vehicle but reserve the right to charge for storage and courier costs. Carriage of items that are illegal in the country of travel (including drugs, unlicensed firearms, and hazardous goods) is strictly prohibited.

16. CARRIAGE OF ANIMALS

The carriage of animals is not permitted unless agreed with us in writing at the time of booking and confirmed on the Booking Confirmation. Assistance dogs are accepted subject to notification at the time of booking.

17. CANCELLATIONS AND AMENDMENTS BY THE CUSTOMER

If you wish to cancel or amend your booking, you must inform us in writing via our website, app or email to bookings@airportexecutive.com giving us as much notice as possible.

Cancellation Policy:

More than 24 hours before pick-up time: Full refund less £10 (€12 / \$15) administration fee

Between 4 and 24 hours before pick-up time: 50% refund

Within 4 hours of pick-up time: No refund

No-shows: No refund

The administration fee covers payment processing costs incurred on the original transaction and refund. Amendments may be subject to additional charges and can only be made from the same pick-up location specified in the original booking unless otherwise agreed. You must obtain a unique Cancellation Reference number from us as proof of cancellation. Only the Lead Passenger is authorised to make a cancellation.

For International Services and UK Services Outside London, cancellation terms may vary depending on the policies of the International Supplier or UK Partner Operator. For all services, including London Services, stricter cancellation terms may apply during peak holiday periods, major events, or periods of high demand. Where stricter cancellation terms apply, these will be communicated to you at the time of booking or on your Booking Confirmation and shall take precedence over the standard cancellation policy above.

18. CANCELLATIONS AND AMENDMENTS BY THE COMPANY

From time to time, we may not be able to fulfil your booking request due to circumstances beyond our control. We will endeavour to offer you an alternative solution, but if we are unable to do so, we will provide a full refund for the reservation amount. No further compensation will be payable by us in such circumstances.

19. PASSENGER CONDUCT

All passengers must adhere to local road traffic regulations including wearing seatbelts at all times. Adults are responsible for ensuring that seatbelts are correctly fitted to any children travelling with them. Smoking, vaping or use of illegal substances in vehicles is strictly prohibited. Some vehicles may not permit eating or drinking of alcoholic beverages.

If the driver reasonably deems that the conduct of any passenger could compromise safety, the journey may be terminated immediately with no refund due. The Lead Passenger will be liable for any damage to the vehicle or cleaning charges incurred as a result of any passenger's conduct.

20. DRIVER CONDUCT

Our drivers and partner companies are contracted under our Service Level Agreement which outlines service standards, adherence to regulations and local licensing requirements. If you feel the driver has not acted in a professional manner, please contact us in writing as soon as possible after the incident, and no later than 4 hours after the journey ends, to enable us to investigate. Please provide photographic evidence where possible.

21. CHANGES TO JOURNEY

It is the Lead Passenger's responsibility to inform us of any extra stops, diversions or changes to the route at the time of booking. Our drivers will take the most appropriate route considering local traffic conditions. If you request the driver to take a longer route or make additional stops, you may be liable for additional charges including extra mileage, waiting time and parking charges.

22. ADDITIONAL CHARGES

We reserve the right to add surcharges for travel on public holidays or when journey times could be affected by exceptional circumstances such as adverse weather, major events, road closures or roadworks. We will advise you of any such surcharges prior to your scheduled pick-up where possible. Your booking may also be subject to additional charges for parking, additional waiting time, child seats, journey variations, vehicle damage or cleaning charges.

22.1 Additional Drop-offs

Additional drop-off points within 1 mile or 5 minutes of the original drop-off location are subject to the following charges:

Vehicle Class	Charge per Additional Drop
Economy Class	£10 / €12 / \$15
Business Class	£15 / €18 / \$21
First Class	£20 / €23 / \$27
Coach Class	Enquire at time of booking

Additional drop-offs beyond 1 mile or 5 minutes from the original destination will be quoted separately based on the additional distance and time required.

23. LIABILITY AND LIMITATIONS

23.1 London Services

For London Services where we act as principal, we accept responsibility for the provision of the contracted transportation service. Our liability for any claim arising from or in connection with the provision of London Services shall not exceed the greater of (a) the total fare paid for the relevant journey, or (b) £1,000, unless the claim relates to death or personal injury caused by our negligence, in which case no limit applies.

23.2 UK Services Outside London and International Services

For UK Services Outside London and International Services where we act as agent, we are not liable for the acts or omissions of UK Partner Operators or International Suppliers. Our liability is limited to our duty of care in selecting appropriately qualified and licensed providers. Any claims relating to the transportation service itself must be directed to the relevant UK Partner Operator or International Supplier.

23.3 Exclusions

We shall not be liable for: (a) any indirect, consequential, special or punitive damages; (b) loss of profit, business, revenue or anticipated savings; (c) any loss arising from circumstances beyond our reasonable control including but not limited to traffic conditions, weather, road closures, accidents, strikes or civil disturbance; (d) any loss arising from inaccurate information provided by you.

23.4 Statutory Rights

Nothing in these Terms shall exclude or limit our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded by law.

24. COMPLAINTS

All complaints should be brought to our attention as soon as reasonably practical, whether by telephone to our customer service team or via email to bookings@airportexecutive.com. We will investigate every complaint thoroughly and endeavour to respond within 5 working days. We may provide a refund, partial refund or account credit depending on the outcome of our investigation. For UK Services Outside London and International Services, we will assist you in directing complaints to the relevant UK Partner Operator or International Supplier where appropriate.

25. REFUNDS

No refunds will be issued if the passenger: books the wrong date or time; provides incorrect flight number or terminal details; selects a vehicle type that is unsuitable for their requirements; or fails to appear at the predetermined pick-up point within the applicable waiting period without contacting us.

26. INSURANCE

We strongly advise all passengers to ensure they are covered by appropriate travel insurance. All vehicles provided for London Services are fully insured with comprehensive liability coverage for passengers and third parties. For UK Services Outside London and International Services, insurance arrangements are the responsibility of the UK Partner Operator or International Supplier in accordance with local regulations.

27. DATA PROTECTION AND PRIVACY

We process your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. By making a booking, you consent to our collection and use of your personal data for the purpose of providing our services, including sharing necessary information with drivers and, for UK Services Outside London and International Services, with UK Partner Operators and International Suppliers as applicable.

Your personal data may include: name, contact details, travel itinerary, payment information, and any special requirements you notify to us. We retain this data only for as long as necessary to fulfil our services and comply with legal obligations. Our full Privacy Policy is available at www.airportexecutive.com/privacy.

28. ELECTRONIC COMMUNICATIONS

By making a booking, you agree to receive communications from us by email, SMS and other electronic means. Proof of our sending any electronic communication to the email address or phone number you have provided will be deemed proof of receipt. It is your responsibility to ensure your contact details are accurate and up to date.

29. DISPUTE RESOLUTION

We are committed to resolving any disputes fairly and efficiently. If you are not satisfied with our response to a complaint, you may refer the matter to an alternative dispute resolution provider. The European Commission provides an online dispute resolution platform at ec.europa.eu/consumers/odr, although we are not obliged to participate in such proceedings.

30. GOVERNING LAW AND JURISDICTION

These Terms and Conditions shall be governed by English law. Any disputes that arise between us and you will be subject to the exclusive jurisdiction of the courts of England and Wales, unless you are a consumer ordinarily resident in Scotland or Northern Ireland, in which case you may bring proceedings in your local courts.

31. SEVERABILITY

If any provision of these Terms and Conditions is found to be invalid or unenforceable by a court of competent jurisdiction, such invalidity or unenforceability shall not affect the remaining provisions, which shall continue in full force and effect.

32. ENTIRE AGREEMENT

These Terms and Conditions, together with your Booking Confirmation and our Privacy Policy, constitute the entire agreement between you and us regarding the subject matter hereof and supersede all prior agreements, representations or understandings.

Issued February 2026

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