



## Airport Transfers Terms & Conditions

### Booking

To submit an enquiry please fill out our online enquiry form, email us at [tours@mountain-goat.com](mailto:tours@mountain-goat.com) or call us on 015394 45161.

### Pricing

Prices are available on our website for bespoke prices contact the office. National & bank Holidays have a £25 surplus. Special offers may occur during the year. Last minute changes may incur a surcharge.

### Payment & Deposits

The non-refundable deposit amount is £25 per transfer, this is required to confirm the booking. The full amount is due 14 days prior to the hire date.

We except card payments over the telephone. There is no booking fee for card payments.

We except BACS Payments from businesses. There is a booking fee of £7 for European transactions and a fee of £15 for International payments.

### Refunds

Transfers cancelled at least 14 days prior to travel will be refunded (except the deposit). If cancelled between 14 and 2 days a 50% refund will be given. If cancelled less than 48 hours or in the case of a no show no refund will be given.

To cancel a tour please email [tours@mountain-goat.com](mailto:tours@mountain-goat.com) If the cancellation is soon please call the office on 01539 445 161. If the booking was made by a third party or online travel agent you must contact them directly to cancel as they have their own terms.

Passenger no show – After 1 hour of landing if passengers have not turned up or made contact the driver will visit the information desk in the arrivals hall and wait for 15 minutes. If the driver receives no contact after this time, they will leave the airport. In this event our services will be deemed as cancelled and cancellation terms will apply.

### Variations:

Special offers may occur throughout the year.

Unless otherwise stated, admission charges, meals, accommodation and coach parking charges are not included in the price.

### Route and Time Variation

Should a vehicle be detained by the hirer or taken on a longer journey than that contracted for, the company reserves the right to make an additional charge of £42.00 per hour for a 6 seater vehicle and £73.00 for a 16 seat vehicle.

### Passengers & Luggage

The hirer must not load any vehicle beyond the number of passengers which it is legally permitted to carry. Every person & child must have their own seat.

Please advise us of your final passenger numbers and luggage when booking.



We strive to provide the best service possible, for large suitcases, items such as sporting goods, we will do our best to accommodate these, please inform us at the time of booking.

Mountain Goat can provide various child and booster seats on request. Legally the parent/guardian is liable for the child's safety however Mountain Goat deem it unsafe to take under 3-year olds without a child seat and will refuse them without one.

As standard our vehicles can cater for the following baggage allowance:

Mini bus: 12 x 20Kg hold luggage & 16 hand luggage

8 Seater: 6 x 20Kg hold luggage & 8 hand luggage

Viano: 6 x 20Kg hold luggage & 6 hand luggage

#### Use of Vehicle & Drivers Hours

The vehicle should be assumed to remain at any point between the outward and return journey and to remain available for the hirer's incidental use, unless confirmed in writing by the company.

Drivers' Hours and Rest Period Regulations. The hours agreed with the operator for the operation of any hire must be strictly observed (other than in the case of serious emergency or diversion) so that regulations governing drivers' hours and rest periods can be complied with. The operator reserves the right to curtail or otherwise alter any hire which does not comply with the relevant regulations.

#### Cancellation by the company

In the event of an emergency, riot, civil commotion, strike, lock out, stoppage or restraint of labour or any event over which the company has no control (including adverse weather and road conditions) or in the event of the hirer taking any action to vary agreed conditions unilaterally, the company may, by returning all money paid and without further or other liability cancel the contract.

#### Vehicle to be provided

The company reserves the right to provide a larger vehicle than that specified at no additional charge unless any extra seats are used.

#### Conveyance of Animals

No animals (other than guide dogs or hearing dogs notified to the company in advance) may be carried on any vehicle.

#### Breakdown and Delays

The company gives its advice on journey times in good faith and does not guarantee the completion of any journey in any specific time and will not be liable for loss of convenience caused by the actual journey time.

#### Agency Arrangements

Where the company hires in vehicles from other operators at the request of the hirer and where the operator arranges ancillary facilities such as accommodation, ferries, admission tickets or any other services provided by another supplier, it does so as an agent for and on behalf of the hirer. Any terms and conditions imposed by such other suppliers through the company shall be binding on the hirer as if he had directly contracted such services.

#### Lost Property

Mountain Goat are not responsible for any items of property left on our vehicles. Please do not ask the driver/guide to take care of your property whilst you are away from the coach. For items that are



left on the coach at the end of the day, if found and claimed, we are happy to return them at customer's expense. Please note any unclaimed items will be disposed of after 3 months.

#### Conduct of passengers

Every passenger in a vehicle must have their own seat. Seats cannot be reserved.

The driver is responsible for the safety of the vehicle. Any passengers whose conduct is in breach of statutory regulations may be removed from the vehicle or be prevented from boarding on the driver's authority.

It is compulsory for all passengers to wear seatbelts whilst the vehicle is in motion. Smoking is not allowed on any of the company's vehicles. Passengers must not distract the driver whilst the vehicle is moving.

Alcohol is not allowed on any vehicle as laid down in the Sporting Events Act 1985 and anyone not complying will be required to vacate the coach.

The driver is responsible for the safety of the vehicle. Any passengers whose conduct is in breach of statutory regulations may be removed from the vehicle or be prevented from boarding on the driver's authority. The hirer will be responsible for the conduct of passengers and for any damage caused to the vehicle during the hire.

#### Additional Terms & Conditions

Passenger T&Cs apply for the Mountain Goat Tours and any Private Transfer additions. These can be found at <https://www.mountain-goat.com/Terms-and-Conditions>

#### Accommodation & Third Party T&Cs

Bookings are made subject to the terms and conditions of the relevant accommodation (or other service) provider. By booking accommodation or other services through us, you enter into a contractual relationship with the relevant third party provider. For further information on this please contact us.

We include a number of attractions in our tours, however these are operated by third parties and therefore we are not liable for any damages, loss or closures to do with these third parties.

#### Insurance

The Company strongly recommends that passengers arrange suitable travel, medical and cancellation insurance.

#### Liabilities

Mountain Goat Holidays have taken all reasonable steps to ensure that your package holiday components are provided safely and efficiently. We accept liability for personal injury caused by negligence of ourselves, our employees and our agents, provided that we are notified within 3 months of the end of the holiday and that you assign to Mountain Goat Holidays, any rights against any other person or party relating to the claim and that you co-operate fully should we or our insurers wish to enforce those rights.

We do not accept liability for holiday cancellations caused through war, or threat there-of, riot, civil strife, industrial action, terrorist activity, natural or nuclear disaster, fire or adverse weather conditions. We do not accept liability for personal injury caused during travelling to and from the holiday package, unless you are travelling on Mountain Goat's own transport.

When you incur personal injury which has not arisen from an activity which forms part of the Mountain Goat Holiday Package, we will provide guidance and assistance to help you in resolving any claim you may have against a third party.

Mountain Goat Ltd, Victoria Street, Windermere, LA23 1AD

[www.mountain-goat.com](http://www.mountain-goat.com) [tours@mountain-goat.com](mailto:tours@mountain-goat.com) 015394 45161

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### Financial Failure Insurance

In accordance with "The Package Travel, Package Tours Regulations 1992" all passengers booking with Mountain Goat Holidays are fully insured for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Mountain Goat Holidays.

A certificate detailing this cover can be found at <https://www.mountain-goat.com/Terms-and-Conditions>

This insurance has been arranged by MGA Cover Services on behalf of Towergate Chapman Stevens through CBL Insurance.

### Complaints

We actively welcome your feedback, both in respect of our own services and those provided by other suppliers (such as accommodation providers). In the event that you have any complaint during the course of your tour then please bring this to the attention to the office teams as possible. Any complaints regarding accommodation should, in the first instance, be raised with the relevant accommodation provider.

### Drop Off & Pickup

We deliver a meet & greet service at all airports. Our driver will wait at arrivals with a Mountain Goat sign.

### Delays

If your flight is delayed, please contact us with your new estimated time of arrival. If your flight is delayed by over 2 hours we cannot guarantee to meet you immediately after landing, but we will meet you as soon as reasonably possible.

If your inbound flight is delayed over 8 hours, cancelled or redirected to another airport, our services will be deemed as cancelled and cancellation terms will apply.

### Connecting flights

If you do not make your connection the same rules apply as delays.

### Disabilities

We regret our vehicles are not yet wheel chair accessible. They can carry foldable wheelchairs. For special requests such as this please contact our team and we will do our best to accommodate you.

### Additional Charges

If you do not arrive on the flight we have details for, no refund will be given. Additional charges may be payable if we have been given the wrong flight details.

### Other Information

We reserve the right to change the pickup procedure without notice.

When booking your airport transfer with us please allow plenty of time for your check in (please note each airline may differ). Mountain Goat Ltd. cannot be held responsible for any conditions out of our control delaying your arrival at the airport. This includes road traffic and congestion.



Mountain Goat Breakdown & delays: Return times are approximate. Mountain Goat do not guarantee to arrive at a specific time, therefore are not liable for loss of convenience caused by a delay or breakdown.

#### Flight Monitoring

We monitor your flights for collection from the airport on mobile apps or the airport website. If your flight arrives early we cannot guarantee to be there until the original scheduled arrival time. As flight information is provided by third parties and based on the best information available to them. We cannot be responsible for its accuracy and no reliance shall be placed upon the information. It is therefore important that users check the accuracy of the information with the relevant tour operator.

#### Booking agents

If booked via a travel agent, their T&Cs will apply. All communications and refund requests are to be made via the company the customer booked with.

#### English Law

The contract is governed by English law.

These T&Cs apply to any booking made after the 20<sup>th</sup> of February 2019.