

# **Rates, Cancellation, Refunds and Additional Charges.**

## **Cancellation Charges for Bookings made Via the Apps:**

When a vehicle is requested via the app you may cancel the vehicle without charge within 5 minutes of your request being allocated and accepted by a driver. Once 5 minutes have lapsed a cancellation charge will apply, equivalent to the minimum fare of vehicle booked.

## **Cancellation charges and Policy for all Pre-booked & Account bookings Via Phone, Email or Website. These charges are subject to the discretion of Shield management:**

1. No charge for cancellations received 8 hours or more, prior to the start of a booking.
2. For cancellations notified in less than 8 hours prior to the start of a booking, a fee equivalent to 25% of the total booking will be incurred.
3. If the customer does not appear at the time and place designated as the pickup point, all monies paid will be non-refundable. If no monies are paid in advance, an invoice will be raised and sent to the named passenger/company for all related charges for level of service booked and provided.
4. In the event of the car being cancelled/postponed by the client upon arrival at the designated collection point the full fare will be chargeable for the booking as contracted by the client for the level of vehicle booked.
5. Refunds for any services booked or provided by Shield will be considered by management on a case by case basis. This does not affect your statutory rights.

## **Passenger Important information regarding all Pickups:**

In the unlikely event that you cannot find your chauffeur/driver, and you do not have the drivers mobile number, please call our operations centre immediately on **+ 44 (0) 20 8572 5522** and await our instructions. No refund will be given unless we have confirmed that the driver/vehicle booked is not there or close by, or that an alternative driver/vehicle is unavailable

## **Rates**

All journeys requested via the passenger app or website will display a fare estimate before you make your booking and is intended for guidance purposes only. Estimates are based on the mapping software assessment of traffic conditions at requested time/date of travel. The final fare will be calculated using GPS readings plotting the actual distance and time taken to complete the journey, added to any fare additions incurred by the driver

Typical variances to the final fare could be adverse weather conditions, accidents, detours, additional passenger drop offs, client route preference, or other analogous situations of similar nature.

Shield Executive Car Service journey rates are charged in accordance with client preference. Typically, these cover ..

- a) GPS logged rates per description above

- b) Set rates for set journeys
- c) Hourly rates (conditions apply)
- d) Account bookings will be charged at pre-agreed contract rates

All bookings are subject to minimum charges in accordance with the service level booked as seen in table 1 below.

Please contact us for minimum charges and cancellation for minibus and coach hire.

**Table 1**

Vehicle	Passenger capacity	Waiting time per/min (GBP)	Minimum charge (GBP)
Standard	4	0.30	6.00
Standard MPV	6-7	0.45	8.40
Executive	4	0.50	11.58
Executive MPV	4	0.70	14.76
Luxury	6-7	0.75	18.48

#### Fare Additions

Waiting Time - If the passenger is not on board at the pre-booked pick up time, the first 1-5 minutes of waiting time are free of charge provided the vehicle has commenced the journey. If the vehicle is stationary and the waiting time exceeds the 5 minutes free period, then waiting time is charged per minute at the appropriate rate for the level of service booked (as shown in table 1).

Airport Meet and Greet - additional £5 meet and greet charge is applied for airport collections in terminal, inclusive of 30 minutes free waiting time.

Parking fees/Airport Parking/Airport drop-off charges/Tolls, or Extras will be charged at cost and added to the final fare.

Soiling - A cleaning fee may be added to the fare in the event of soiling of the vehicle. There will be a minimum charge of £25.00 which may increase depending on the level of soiling caused to the vehicle. If the vehicle is removed from the road for a period as it's deemed unfit for use, you accept that you will be held liable for this period. You will be liable for cost of reparation for any damage to the vehicle caused by you or your passengers

UK Bank Holidays – A surcharge may apply to UK Bank Holidays at the discretion of Shield management

VAT - Standard rate applied where applicable.

**All rates described above are reviewed periodically and subject to change**