



Our Terms and Conditions

1. Introduction

- 1.1. Welcome to Devon Transfers. These terms and conditions outline the rules and regulations for the use of our services.
- 1.2. Our services include Airport, Seaport and rail transfers, local trips, weddings, events and corporate chauffeur services.

2. Booking and Reservations

- 2.1. Enquires & bookings can be made via phone, Facebook Messenger, WhatsApp, email or using Devon Transfers online form via their website.
- 2.2. Bookings are only confirmed upon receipt of a confirmation email.
- 2.3. No-show will incur the full charge which has been paid and this is non-refundable.

3. Payment Terms and Cancellation Policy

3.1. Deposit:

A 20% deposit is required at the time of booking to secure your reservation. This deposit is non-refundable.

3.2. Final Payment:

The remaining balance must be paid no later than 28 days before your scheduled travel date.

3.3. Cancellation Policy:

If you need to cancel your booking, our refund policy is as follows:

- **More than 28 days before travel:** Deposit retained.
- **21-28 days before travel:** 50% refund of the total fare.
- **14-21 days before travel:** 25% refund of the total fare.
- **Less than 14 days before travel:** No refund.

Please note that these terms are in place to ensure we can provide a dedicated and reliable service to all our customers. Once your booking is confirmed, we may need to decline other requests to accommodate your travel.

3.4. Local Journey Cancellations:

For local trips, cancellations must be made at least **24 hours before the scheduled pick-up time** to avoid charges.

- Cancellations made within **24 hours of the scheduled pick-up time** are non-refundable and the booking will be considered as completed.
- The type of trip booked will be clearly stated on your invoice.



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- 3.5. Devon Transfers reserves the right to cancel any Day Trip Service should circumstances arise to make such alterations necessary or if insufficient numbers make it uneconomic to operate. If Devon Transfers have to cancel any Day Trip Service at any time Devon Transfers liability to you is only for any monies, you have paid to Devon Transfers at the time of cancellation.
- 3.6. Devon Transfers accept card payments for fares up to £40 during **daytime hours only** (9:00 AM – 7:00 PM) on all local journeys.
- 3.7. For any local journeys outside these hours (7:00 PM – 9:00 AM), all payments must be made in advance via **Bank Transfer (BACS) or Stripe (online card payments)** and will be invoiced.

4. Service Terms

- 4.1. Our driver will provide a professional and clean service.
- 4.2. Passengers are expected to behave respectfully and wear seatbelts.
- 4.3. Luggage size and the amount must be declared upon booking.
- 4.4. While child seats are not legally required for children traveling in taxis or private hire vehicles, Devon Transfers strongly recommends that parents or guardians provide appropriate child seats for the safety of their children during travel. Car seats must be provided by the customer. Devon Transfers will hold the car seat for the duration of your holiday if return journey is pre-booked. If no child seat is provided by the parent or guardian, the child may travel in the taxi without one as per UK law, but this is done at the customer's discretion. Devon Transfers will not be held liable for any incidents arising due to the lack of an appropriate child seat.
- 4.5. Devon Transfers has a no smoking policy (including vapes) and a no eating policy in the vehicle.
- 4.6. The Devon Transfers vehicle has CCTV for protection of our driver and passengers.
- 4.7. Devon Transfers will monitor your flight, train or ship arrival and adjust the pick-up to reflect any changes subject to other bookings. Devon Transfers will communicate any concerns with the customer via phone, WhatsApp, Facebook Messenger or email.

5. Airport Pick-Up Procedure

5.1 To ensure a smooth and efficient pick-up experience:

- Once luggage from your flight begins to appear on the baggage belt, kindly send us a message to confirm you are ready for collection.
- We will be waiting nearby (usually no more than 5 minutes away) and will drive to the designated pick-up bay upon receiving your message.
- Please ensure your phone is accessible and the number you've provided is correct to avoid any delays.



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6. Right to Refuse Service

6.1. Devon Transfers and its drivers reserve the right to refuse service to any customer under the following circumstances:

Intoxication: If the customer appears to be excessively intoxicated, the driver may refuse to transport the individual for their own safety and the safety of others.

Failure to Wear a Seatbelt: All passengers are required by law to wear seatbelts while the vehicle is in motion. Failure to comply after being asked by the driver may result in refusal of service.

Eating or Drinking in the Vehicle: For hygiene and vehicle maintenance purposes, eating and drinking are not permitted inside our vehicles. Any refusal to comply may result in service being denied.

Inappropriate Behaviour: Any form of abusive language, threatening or aggressive behaviour, or failure to listen to reasonable requests from the driver will not be tolerated and may result in the immediate termination of the journey.

Unlawful or Dangerous Activity: If the customer is found engaging in illegal or dangerous activities, the driver has the right to refuse or terminate the service without refund.

Damage to Vehicle: Should the customer cause, or attempt to cause, damage to the vehicle or its property, Devon Transfers will immediately refuse service and may seek compensation for any damages incurred.

Our primary concern is the safety and comfort of all passengers and drivers. Refusal of service in the above circumstances is at the driver's discretion and no refund will be provided in such cases.

7. Liability

7.1 Devon Transfers are not liable for delays due to traffic, severe weather, police directions, accidents or unforeseen mechanical problems.

7.2 The Devon Transfers vehicle is insured under Riviera Insurance.

7.3 Passengers are responsible for any damage they cause to the vehicle.

7.4 If no child seat is provided by the parent or guardian, the child may travel in the taxi without one as per UK law, but this is done at the customer's discretion. Devon Transfers will not be held liable for any incidents arising due to the lack of an appropriate child seat.



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8. Delays, Waiting and Diversions

- 8.1 For local trips, a maximum waiting time of 15 minutes is included. After 15 minutes, an additional charge of £1 per minute will apply. If no communication is received after 20 minutes, the pick-up will be cancelled. Please inform Devon Transfers in advance if there are any anticipated delays to avoid your trip being cancelled.
- 8.2 Devon Transfers monitor flight, train and ship arrivals to ensure timely pick-ups. The customer should provide Devon Transfers with their travel details on booking.
- 8.3 If the customer's flight, train or ship is delayed, Devon Transfers will endeavour to adjust the pick-up time accordingly at no additional cost, subject to other pre-bookings. Should Devon Transfers be unable to complete the pickup then the customer should claim on their travel insurance. Devon Transfers will communicate any concerns with the customer via phone, WhatsApp, Facebook Messenger or email.
- 8.4 If the customer's flight gets diverted to another airport, e.g. due to bad weather, Devon Transfers will endeavour to wait at the original airport for the customer, subject to other pre-bookings. If the delay is substantial, there will be an additional waiting charge of £20 per hour or part of. Should Devon Transfers be unable to complete the pickup then the customer should claim on their travel insurance for any additional costs incurred. Devon Transfers will communicate any concerns with the customer via phone, WhatsApp, Facebook Messenger or email.
- 8.5 In the event of a flight, ship or train cancellation on the outbound journey, prior to the pick-up time or even once dropped off at the airport, seaport or train station, the total fare will still be charged for the entire trip, outbound and the return. This is due to Devon Transfers taking your booking and not accepting any other customers to book on that day/time. If Devon Transfers have the availability, they will come back and collect you and return you to your original pick-up location. There would be an additional charge for this if Devon Transfers have already left the airport, seaport or train station and the customer has requested them to return.
- 8.6 In the event of a flight, ship or train cancellation on the return journey, the customer is to notify Devon Transfers immediately. Any Cancellations made at least 3 hours before the scheduled pick-up time on the return journey will not incur any additional charges. For cancellations made less than 3 hours before the scheduled return pick-up time, the fare will still be charged.
- 8.7 If the customer does not communicate any information regarding delays or cancellations and the driver is unable to locate the customer at the designated pick-up point, it will be considered a no-show and the fare will still apply.



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9. Loyalty Program

9.1 Referral Program: As part of our loyalty program, existing customers can refer new customers to our services. For every successful referral, the referring customer will receive a 10% discount on their next booking. Additionally, the referred customer will receive a 5% discount on their first booking.

A referral is considered successful when the referred customer completes a booking. To qualify, the new customer must mention the referral at the time of booking.

This offer is limited to one new customer per household. The referrer can redeem a maximum of one 10% discount per trip, regardless of the number of referrals made.

9.2 Points System: Customers will earn 1 loyalty point for every £10 spent on bookings per trip. Once a customer accumulates 50 points, they will receive a 10% discount on their next booking. Points will be tracked.

9.3 General Conditions:

- Points can only be earned and redeemed for completed bookings.
- The referrer can redeem a maximum of one 10% discount per trip, regardless of the number of referrals made.
- Points are non-transferable and cannot be exchanged for cash.
- Discounts from referrals or loyalty points cannot be combined with other promotions or offers unless explicitly stated.
- The company reserves the right to modify or cancel the loyalty program at any time without prior notice.

10. Privacy Policy

Please refer to our Privacy Policy which is a separate document. This is also on our website.

11. Amendments

11.1 Devon Transfers reserve the right to amend these terms at any time.

11.2 Any changes will be reflected in the 'Terms and Conditions' page on the Devon Transfers website and a copy will be sent with the invoice.



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12. Complaints and Feedback

12.1 We value your feedback and are committed to resolving any issues you may experience.

- If you have a complaint, please contact us directly via email at info@devontransfers.co.uk within 7 days of your journey. This allows us the opportunity to address and resolve your concerns promptly.
- If you feel the matter remains unresolved after contacting us, you may escalate your complaint to the Mid Devon Licensing Team at licensing@middevon.gov.uk.

Your suggestions and feedback are always welcome, as they help us improve our services and ensure the best experience for all our customers.

13. Governing Law

13.1 These terms are governed by the laws of England.

14. Miscellaneous

14.1 If any part of these terms is found to be invalid, the rest remain effective.

14.2 These terms constitute the entire agreement between Devon Transfers and the customer.

By booking with Devon Transfers, you agree to these terms and conditions.

Our Contact Information

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