

Moreton Heights

Terms & Conditions

These Terms & Conditions apply to all bookings made with Moreton Heights, whether verbally, by email, online, or in writing. By confirming a booking, you ("the Client") agree to be bound by the terms set out below.

1. Bookings

1.1 All bookings are subject to availability and confirmation by Moreton Heights.

1.2 For airport collections, the Client must provide the correct flight number and scheduled arrival time at the time of booking. We monitor flights for delays using recognised flight-tracking systems; however, we cannot accept responsibility for incorrect information supplied by the Client or inaccuracies from third-party tracking sources.

1.3 For airport arrivals, the driver will attend the pre-arranged meeting point approximately 40 minutes after the flight has landed, allowing time for disembarkation, baggage reclaim and customs clearance.

1.4 If the Client is delayed in customs or baggage reclaim beyond 1 hour after landing, additional waiting and parking charges will apply at £20 per hour or part thereof, plus any applicable airport parking fees.

1.5 Any deviation from the pre-booked route, additional pick-ups or drop-offs, unscheduled stops, waiting time, or parking charges will be charged in addition to the agreed fare and must be paid by the Client.

2. Luggage

2.1 The Client must provide an accurate estimate of luggage requirements at the time of booking to ensure an appropriate vehicle is allocated.

2.2 Moreton Heights cannot accept responsibility if excess or undeclared luggage does not fit into the allocated vehicle.

2.3 If the driver agrees to carry additional checked luggage beyond the agreed amount, a charge of £20 per additional item will apply.

3. Vehicles & Subcontracting

3.1 Moreton Heights reserves the right to substitute the booked vehicle with an alternative vehicle of similar specification where necessary due to operational requirements or circumstances beyond our control.

3.2 We reserve the right to use approved subcontractors to fulfil a booking where required.

4. Parking Charges & Waiting Time

4.1 Parking charges are included in the quoted fare for up to 1 hour after landing at Heathrow, Gatwick, Stansted and Luton airports for standard pick-up/drop-off areas only.

4.2 Anything over 1 hour will be charged at £20.00 per hour or part thereof, plus parking.

5. Payment Terms

5.1 A price will be agreed prior to the journey.

5.2 Account Customers: Payment is due upon receipt of invoice. If payment is not received within 28 days, we reserve the right to charge interest on overdue balances at a rate of 10% per week on the outstanding amount.

5.3 We accept payment by cash or credit/debit card unless otherwise agreed.

6. No-Show & Failure to Provide Service

6.1 If a booking is confirmed and the Client fails to attend the agreed collection point, cancels after the driver has been dispatched, or misses their flight, the full fare will be payable.

6.2 If Moreton Heights fails to attend at the agreed date and time, we will refund the full fare if paid in advance and make a reasonable contribution toward alternative transport costs.

6.3 We do not accept liability for consequential losses resulting from failure to provide the service.

7. Cancellation & Refund Policy

7.1 If a booking is cancelled within 48 hours of the scheduled hire time, 75% of all monies paid will be non-refundable.

7.2 If the Client fails to attend the designated pickup location at the agreed time, all monies paid are non-refundable.

7.3 If the driver has already departed to collect the Client at the time of cancellation, the full fare will be payable.

7.4 For airport collections where the driver is waiting and the Client fails to arrive or misses their flight, the full agreed fare plus any waiting time and parking charges will apply.

8. Non-Smoking Policy

All Moreton Heights vehicles are strictly non-smoking. Clients are not permitted to smoke or vape inside any vehicle.

9. Liability

9.1 Moreton Heights will use reasonable skill and care in providing its services and will aim to use the most efficient and appropriate route.

9.2 We shall not be liable for delays or failure to perform our obligations where such delay or failure arises from circumstances beyond our reasonable control, including vehicle breakdown, road traffic accidents, severe weather, traffic congestion, road closures, or acts of third parties.

9.3 Journey time estimates provided by Moreton Heights are advisory only. It remains the Client's responsibility to specify a suitable departure time to reach their destination.

9.4 Moreton Heights accepts no liability for missed flights, meetings, connections, events, rebooking costs, or consequential losses.

10. Loss or Damage to Property

10.1 Moreton Heights does not accept responsibility for loss of or damage to property carried in our vehicles, however caused.

10.2 If property is left in a vehicle, we will make reasonable efforts to return it. The Client will be responsible for any costs associated with postage, packaging, or transport.

11. Statutory Rights

Nothing in these Terms & Conditions affects the Client's statutory rights under applicable UK law.

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Gavin Wright
March 2026

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