

Terms & Conditions

Acceptance

Our acceptance of your reservation implies that you agree to be bound by these terms & conditions, and governed by the laws of England.

London Business Travel Ltd is registered in England and Wales company no. 10132952 and a PCO licensed operator (licence no. 010251).

London Business Travel Ltd cannot accept responsibility for delays caused by unforeseen circumstances i.e. traffic delays, accidents, breakdowns, severe weather conditions or any natural disasters.

London Business Travel Ltd will use its own transport wherever possible but will use third party companies where appropriate or necessary.

Safety

Your safety, and that of our chauffeurs and our of vehicles will be of paramount importance, chauffeur will exercise his discretion in all matters to this regard.

Our drivers will drive at safe and sensible speeds in accordance with road conditions, traffic and the legal speed limits.

Clients are responsible for any damage they cause to the interior and or exterior of a vehicle on hire to them and will be billed accordingly for any repair or valeting required in order to reinstate a vehicle to working order.

Our Chauffeur(s) will travel by the most appropriate route on the day, unless instructed otherwise by the Customer at the time of booking.

Insurance

All our vehicles carry comprehensive insurance with hire & reward cover. All vehicles are licensed with the statutory authorities and London Business Travel carries public liability insurance.

However, customer's properties are carried entirely at their own risk and London Business Travel Ltd shall not be held responsible/liable for any loss/damage to such property.

Nothing contained in these terms and conditions will affect the Client's' statutory rights

Delays

If you have a serious delay on your journey please inform us as soon as possible although we will do our utmost to find out if you have incurred any delays.

We reserve the right to refuse any passenger to our services with excess luggage

Cancellation Policy

All cancellations will be accepted free of charge as long as there is at least 24 hours notice.

Refunds will not be issued if there is a 'no-show' or for cancellations of a booking where we have not received 24 hours notice before the scheduled arrival/meeting time.

The cancellation must be made via email (info@lbtravel.co.uk) from which you will receive confirmation from us. If you do not receive an email your cancellation request has not been received. In that case please contact our office line on 02087890665.

Payment

Invoices are sent from 1st-3rd of each month for the previous month. The payment shall be made by BACS within 30 days from the receipt of the invoice