Terms and Conditions

**These terms and conditions (“Terms and Conditions”) are important and should be read carefully.**

**Airport Angels Student Services Ltd, company number 8256741, registered office at Unit 4, The Old Brewery, High Street, Hastings, East Sussex. TN34 3ER (“Us/We”)**

**ACCEPTANCE OF THESE TERMS AND CONDITIONS**

You understand and agree that these Terms and Conditions apply to the use of Airport Angels services as detailed in these Terms and Conditions, Terms of Service and any additional terms that are notified to you during the booking process and made available to you and all persons named in the booking via our website [www.airportangels.net](http://www.airportangels.net) .

These Terms & Conditions do not affect your statutory rights.

**1. Bookings & Service**

1.1 Bookings through our online booking system are deemed to be final when you receive confirmation. This constitutes acceptance of these Terms and Conditions.

1.2 It is the responsibility of the individual using the online booking system to input the correct information. You must check these details carefully and notify Airport Angels immediately, quoting the booking reference number, if there are any errors.

1.3 Any changes to the original booking information can be advised using the ‘edit’ option prior to 24 hours of the original service.

1.4 Any changes within 24 hours must be communicated to Airport Angels by telephone or email. Changes made within the 24 hours prior to service will be treated as a cancellation with 100% Cancellation Fees.

1.6 Airport Angels does not accept any responsibility for delays to its service, as a result of circumstances beyond its control such as, delayed or cancelled flights, traffic congestion, security alerts or Force Majeure.

1.7 After the first 3 hours (Airside) 2 hours (Landside) of service, an additional hourly charge will be added at £20.00 per hour.

Departure Services start from 3 hours prior to the scheduled flight departure time.

Arrival Services start from 1 hour prior to the scheduled flight Arrival time.

Transit Services start from 30 minutes prior to the scheduled flight Arrival time and end 2.5 hours after this time or the actual Departure time of the flight, whichever is sooner.

1.8 Late bookings (within 24 hours) bookings on Bank Holidays and Out of Hours (21.00 – 06.00) will be subject to an additional surcharge.

1.9 Airport Angels ensure that full background checks are completed for all Airport Angels staff at their point of recruitment and that each staff member has the necessary training and skills to professionally carry out the Services.

**2. Payment**

2.1 For individual clients booking the services of Airport Angels, full payment is required prior to confirmation. Payment can be made online via a link sent with our invoice. If paying from the UK, all services are subject to vat at the standard rate.

2.2. Organisations who hold an account with Airport Angels will be invoiced on the last working day of the month and have fourteen days to settle their invoice. Account payments are required to be paid via Bank Transfer.

2.3 The parties agree that the Late Payment of Commercial Debts (Interest) Act 1998 shall apply to this agreement. This agreement adds an implied term in business-to-business contracts for the supply of goods and services, giving at least 8% a year interest on the price, plus a fixed sum and reasonable costs of recovering the debt.

2.4 Failure to settle accounts within the required period will result in the withdrawal of services.

**3. Cancellation and Curtailment**

3.1 LANDSIDE - A booking may be cancelled up to 24 hours prior to the date and time for which the service has been booked and a full refund will be made. If a booking is cancelled within 24 hours 100% cancellation fees will apply.

AIRSIDE - A booking may be cancelled up to 48 hours prior to the date and time for which the service has been booked and a full refund will be made. If a booking is cancelled within 48 -24 hours a 50% cancellation fee will apply - within 24 hours a 100% cancellation fee will apply.

Cancellations within 24 hours must be emailed to [office@airportangels.net](mailto:office@airportangels.net).

3.2 Where a passenger fails to show for a pre-booked service that has not been cancelled in accordance with this Agreement, the full charges are payable.

**4. Liabilities and other Terms**

4.1 Airport Angel employees and / or representatives are not trained to transport any baggage (cabin or checked in). We ask that a request for a baggage porter is made at the time of booking if this is required.

4.2 Our insurances cover our legal liabilities  
4.3 Claims for damage will not be considered unless reported to an Airport Angels member of staff immediately. Claims for damage will not be considered once the student has left our care and control.  
4.4 Airport Angels accepts no liability for any loss or damage howsoever caused unless proved to be caused by the negligence, wilful act or default or breach of statutory duty of the employees of Airport Angels Student Services Ltd. In the event of damages being claimed the amount payable shall not exceed £100 per claim. Nothing in these terms excludes or limits Airport Angels’ liability for death or personal injury caused by the negligence of one of its employees. Airport Angels will not accept liability for damage arising from circumstances beyond its control including acts of God, acts of nature and terrorism, war, riots, flooding.  
4.5 Airport Angels accepts no liability for passengers arriving at or departing from the UK with missing or incorrect travel documents. It is the passenger’s responsibility to ensure they have the correct passports, airline tickets, PCR Forms and Negative Covid Test proof (if required) and where needed, unaccompanied minor documentation for their departure. Airport Angels take no responsibility for missed departures due to any of the above.  
4.6 If any provision of these terms is found by any court to be wholly or partly illegal, invalid or unenforceable, unfair or unreasonable then it shall be deemed severable from the remaining provisions which will continue in full force and effect  
4.7 These terms are governed by the laws of the United Kingdom and Wales and are subject to the exclusive jurisdiction of the English Courts.

**5. Product & Services Provided by Third Parties**

5.1 Airport Angels may provide services through a third party provider (porters, taxi & chauffeurs services) and issue a confirmation relating to any such products and services, we are only acting as the agent in making those arrangements.

5.2 Airport Angels have no liability regarding any product and services we arrange for you which are provided by another company unless solely caused by our negligence.

5.3 All third party companies contracted to provide services for Airport Angels must comply with Airport Angels protocol and are subject to a rigorous selection process.

Airport Angels Student Services complies with the ‘Data Protection Act 1998’ (UK) / GDPR

Further information can be accessed via our website [www.airportangels.net](http://www.airportangels.net) – Privacy & Cookie Policy.