

Acacia Cars Booking Terms & Conditions

These terms and conditions and the web-based booking form constitute the entire Agreement Concerning the provision of a vehicle transfer service ("Service") between you and Achuta Services Limited. Completion of the booking form and use of the Service indicates your unconditional acceptance of the Terms & Conditions set out in this Agreement.

1. Definitions

"Acacia Cars" means Achuta Services Limited (Company Number 12045802) who's registered office is 4 Whitchurch Parade, Whitchurch Lane, Edgware, England HA8 6LR "you" and "your" means any individual or other business that places the booking with us.

2. Booking

2.1 You must allow sufficient time when booking your minicab to allow for the check-in times required by your airline and for any delays caused by traffic conditions. Acacia Cars shall not be responsible for any delay caused by your failure to allow enough time to reach your destination or if the passengers are not ready for collection at the booked time.

2.2 You must order a suitable car size for the number of passengers and luggage. Acacia Cars cannot guarantee to carry excessive amounts of luggage.

2.3 If you need a child seat, please specify this at the time of booking.

3. Prices & Payment

3.1 Acacia Cars will email you a quotation based on the information supplied by you. Acacia Cars service may amend the quotation if there is any material change to the original itinerary, the number of passengers, or the type or size of vehicle required.

3.2 The quotation will include a 30-minute waiting period for airport transfers after the advertised landing time and the cost of car parking. Acacia Cars will charge for waiting at its standard rates after the initial 30-minute period has expired. Acacia Cars will endeavour to check for flight delays before the driver leaves for the airport but shall be under no obligation to do so.

3.3 If you accept the quotation, you will receive confirmation of your booking by email. Please check you're booking confirmation carefully and inform Acacia Cars promptly of any errors. Acacia Cars Shall not be responsible for any delays caused or costs arising from by your failure to provide Acacia Cars with correct information.

3.4 Payment can be made by credit card, debit card or cash.

4. The Service

4.1 You shall be responsible for the behaviour of all the passengers in the car during the journey. You will be charged £80 to cover cleaning costs in the unlikely event of the vehicle being soiled by any passenger.

4.2 Eating, drinking and/or smoking in the cars are not permitted.

4.3 All children travelling during the journey should be restrained in a manner appropriate to their age, weight and height. Suitable child seats should wherever possible be supplied and fitted by the child's parents. Such seats may be retained by the driver for use on the return journey.

4.4 Acacia Cars will not carry more passengers than its insurance or licensing allows.

5. Cancellations

5.1 You have the right to cancel a Booking made through the Website or by telephone.

5.2 If you decide to cancel a Booking You must notify Acacia Cars by submitting a cancellation request via the form on the Contact Us page, quoting the booking reference, as per the guidance provided on the Website or by calling our operating centre, which is available 24 hours a day on +44 (0)208 848 7777

5.3 In the event of the cancellation of a Booking up to 60 minutes (unless otherwise specified on the confirmation page and your booking confirmation email) before the Agreed time, then if paying by Card, You will be entitled to a full refund of the Fare (excluding any Card Costs). Where the cancellation is less than 30 minutes (unless otherwise specified on the confirmation page and your booking confirmation email) before the agreed time, if you paid by Card then no refund will be due to You, and if you were to pay by Cash, then your profile will be marked which may prevent you from booking through Acacia Cars again.

5.4 For pre-paid bookings, any agreed refunds due to you to for cancellations or complaints will be made to the card used to make the payment within up to 10 business days (business days being Monday to Friday).

6. Liability

6.1 Acacia Cars shall use all reasonable endeavours to get you to your destination on time, but shall not be liable for any loss due to delays caused by road or traffic conditions beyond its control on the journey. Under no circumstances shall Acacia Cars be liable (in contract, tort or otherwise) for any loss of profits, business or for any indirect or consequential loss whatever.

6.2 All luggage(s) are carried entirely at your risk.

6.3 Acacia Cars shall be entitled to cancel all services and provide refunds in the event of a declared national emergency, riot, war, fuel shortage, extreme weather or terrorist attack, or other circumstances beyond its control. If the car breaks down during your journey Acacia Cars will endeavour to arrange an alternative car to complete the journey as soon as practicable.

6.4 You shall indemnify Acacia Cars against all losses, costs, damages and expenses arising from any act or omission of any passenger in your party.

6.5 Neither party excludes or limits its liability for death or personal injury caused by negligence, or for wilful default or fraudulent misrepresentation or otherwise in any manner unenforceable by any applicable law.

7. Termination

Acacia Cars will refuse or terminate any booking with immediate effect if it places any driver or vehicle at risk of damage, violence or abuse by you or by any passenger in your party and will ask all passengers to vacate the vehicle as soon as it is safe to do so. No refunds will be given if the journey is terminated part way through the hire.

8. Miscellaneous

8.1 Acacia Cars may subcontract its obligations under this Agreement. You shall not assign, transfer or delegate any of your rights or obligations under this Agreement.

8.2 Acacia Cars may change these terms and conditions at any time by posting changes online. Please review these terms and conditions regularly to ensure that you are aware of any changes. All existing bookings will be at the rate quoted or applicable rate in effect at the time of booking.

8.3 Acacia Cars shall store, process and use all information regarding your personal details in accordance with the requirements of the Data Protection Act 1998 and Acacia Cars Privacy Policy found on our website <https://www.acaciacarsheathrow.co.uk/>

8.4 This Agreement and any accompanying quotation represent the entire agreement between you and Acacia Cars in relation to its subject matter. If there is any discrepancy between the terms of this Agreement and the quotation, the terms of this Agreement shall prevail.

8.5 Nothing in this Agreement is intended to confer any benefit on any third party, whether pursuant to the Contracts (Rights of Third Parties) Act 1999 or otherwise, and no third party shall have the right to enforce any rights under this Agreement except where otherwise agreed in writing.

9. Disputes

This Agreement shall be construed in accordance with English law and you and Acacia Cars each agree to submit to the exclusive jurisdiction of the English Courts in respect of any dispute or claim arising out of or in connection with this Agreement.

10. Privacy Policy

At Acacia Cars, your privacy is our priority. We are committed to protecting your personal information at all times, in all situations. The information we collect about you is used to process your booking and to provide a more personalized experience on our site. Find out more by reviewing our privacy policy at <https://www.acaciacarsheathrow.co.uk/>

11. Amendments

Acacia Cars reserve the right to make changes and amendments to these Terms & Conditions.

These Terms and Conditions were last reviewed in January 2022