

# Terms and Conditions

## General

- Smoking is not permitted in our vehicles.
- Some journeys we may ask for deposits or money up front, if this process is not successful, we have the right to cancel the journey.
- Any abuse to our drivers or unacceptable behaviour or driver feels in risk the driver has the right to ask the passengers to leave the vehicle.
- Any abuse to our vehicles, our standard charge is £100 additional charges will be made to cover the costs. Criminal damages to our property result in charges to cover cost of repair and maybe loss of earnings.
- A standard journey is from one address to another, any additional pickups and drops off will be charged for.
- All Toll charges, Car Parking, and Congestion charges are charged separately unless stated or told so.
- We have the right to cancel any booking at any time.
- Happicars does not accept any responsibility in the way for missing flights for whatever reason. I.e. Traffic delays, accidents, severe weather conditions, breakdown, or any other unforeseen circumstances.
- Waiting time will be charged when we are requested to wait over and above any appointed departure time by the client.
  - 6am to 11pm: Car £25 p/h, MPV £35 p/h, Minibus £45p/h
  - 11pm to 6am: Car £35 p/h, MPV £45 p/h, Minibus £55p/h
  - Minimum charge of £10 applies and waiting charges are charged in 15-minute increments.
  - Waiting charge is 50% dearer on Public Holidays.
- It is your responsibility to ensure that you have taken all your personal belongings from the vehicle. If the driver must make another journey to return these belongings this will be charged for at the cost of the fare.
- All journeys are pre-fixed, if you have a particular route in mind which you want the driver to use, please tell the driver before the start of the journey.
- We charge double than normal quoted fare on Christmas Eve, Christmas Day, Boxing Day, New Year Eve, and New Years Day.

## **Cancellations, Changes and Refunds**

Please give us as much notice as possible by telephone should you require a cancellation or change your journey. Please contact your nearest branch telephone number or the branch you reserved your car with to make a booking cancellation.

Cancellation is free with up to 2 hours' notice before picking up time on booking details providing the journey begins within our area of operation and the payment method is cash. For bookings that are paid by card, these are subject to a minimum of £5 cancellation charge to cover card processing and administration charges. We reserve the right to charge more should the card processing fees exceed the £5 minimum charge.

For long journeys & airports, our change/cancellation period is 24 hours, unless specified otherwise. If a confirmed booking is changed or cancelled less than 24 hours before the scheduled pick-up time or no change/cancellation notice is given, a full charge for the estimated journey cost will be made to the customer's debit/credit card.

If the driver arrives at the designated pick-up address and the customer is not present or advises the driver that the service is changed or not needed, a full charge for the estimated journey cost will be made to the customer's debit/credit card.

Happicars reserves the right to refuse any changes to bookings where the pickup point is outside its operational area.

Happicars reserves the right to refuse or cancel any booking.

All deposits are non-refundable, unless Happicars is unable to accept the booking or fails to provide the car as booked.

Please allow up to 10 business working days for refunds to be processed and returned into your bank account.

## **Incorrect Booking Details**

Company is not responsible if any misleading information provided in the booking accidentally or intentionally e.g. wrong pickup location or wrong pickup date and time. Customer is solely responsible to provide the correct details or correct the details at least 2 hours before the pickup time and is liable to pay full amount of booking in cases where details provided were incorrect.

## **How to cancel or amend a booking**

- If you have made the booking by telephone, you will need to call to cancel your booking. Please call your closest branch or the branch you have made the reservation with.
- If you have made a booking via the app or web, you can either cancel via the app or call us.
- For advance bookings (48 hours or more in advance) you can email [info@happicars.com](mailto:info@happicars.com)

## **Payment**

Payments can be made by cash, debit and credit cards only and we no longer accept cheques. We have the right to ask for payment before the booking has taken place or at the start of your journey.

## **Card Pre-Authorisations**

A temporary hold is made on your card before a credit/debit card booking is paid on the app or web booker. This is used to verify that the funds are available to cover the fare. The pre-authorization might be slightly higher than the fare estimation to account for situations where this changes. This hold is cancelled immediately after the booking ends or is cancelled and is returned to you within a period set by your credit card provider: in a range of a couple of minutes to up to 31 days. For any issues related to releasing a pre-authorization, contact your credit card provider.

## **Copyright**

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### **Accuracy**

While we have taken care to compile accurate information and keep it up to date, we cannot guarantee its correctness and completeness. The information provided on this site does not constitute business or other professional advice, does not form part of any contract and is subject to change at any time.

### **Privacy**

The personal and contact information you give us for booking purposes, we only use it for our booking purposes to get in touch with you if we have any problems. We do not use your information for sending advertisements through the post or email. We do not pass your information onto third party companies or people. We keep your booking or quote record for up to 28 days once your booking is complete and your details are destroyed thereafter.

### **Disclaimer**

Your use of the Service is at your sole risk. The Service is provided on an “AS IS” and “AS AVAILABLE” basis. The Service is provided without warranties of any kind, whether express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, non-infringement, or course of performance.

### **Contact Us**

If you have any questions about these Terms, please contact us by email info [@happicars.com](mailto:info@happicars.com)