**Terms and Conditions for AJM TRAVEL**

*1. Introduction*

These Terms and Conditions govern the services provided by AJM Taxi Services – T/A AJM TRAVEL (hereafter referred to as "the Company"). By booking a transfer with us, you agree to be bound by these terms.

*2. Definitions*

- Client: Any individual or organisation that books services with the Company.
- Services: Refers to all private hire transfer services provided by the Company.
- Booking: The process of reserving a transfer service.
 *3. Booking and Payment*

- All bookings must be made in advance through our website, booking form, or customer service line.
- A deposit may be required to secure your booking. Full payment must be completed before the service is rendered.
- Payments can be made via credit card, debit card, or any other method specified on our website.
 *4. Cancellation Policy*

- Cancellations made more than 48 hours prior to the scheduled transfer will receive a full refund.
- Cancellations made within 24 hours of the scheduled transfer will incur a cancellation fee of 25% of your booking cost.
- No-shows will result in the forfeiture of the full fare.

*5. Changes to Bookings*

- Clients may request changes to their bookings (e.g., date, time, or destination) up to 24 hours before the scheduled service. Changes are subject to availability and may incur additional charges.

*6. Responsibilities of the Client*

- It is the Client’s responsibility to provide accurate information regarding pick-up and drop-off locations, date, and time.
- The Client must ensure they are at the designated pick-up point at least 15 minutes prior to the scheduled departure.

*7. Vehicle and Driver*

- The Company reserves the right to provide a vehicle of similar or higher standard if the booked vehicle is unavailable.
- All drivers are licensed, insured, and trained to provide professional service.
 *8. Liability*

- The Company is not liable for any loss, damage, or injury that occurs during the transfer unless it results from the Company's negligence.
- Clients are responsible for their personal belongings during the transfer. The Company is not responsible for lost or damaged items.

*9. Force Majeure*

- The Company shall not be liable for any failure to perform its obligations under these Terms and Conditions due to events beyond its control, including but not limited to natural disasters, war, or government actions.
 *10. Governing Law*

- These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. Any dispute arising under these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.

*11. Changes to Terms and Conditions*

- The Company reserves the right to modify these Terms and Conditions at any time. Clients will be notified of significant changes via email or through our website.

*12. Delays*

- Traffic and Weather Conditions: The Company strives to ensure timely transfers; however, delays may occur due to traffic, accidents, weather conditions, or other unforeseen circumstances. The Company will make reasonable efforts to inform the Client of any significant delays.

- Waiting Time and Additional Fees:

  - Clients are entitled to a grace period of 15 minutes from the scheduled pick-up time. After this period, waiting time charges may apply at a rate of £5.00 per 15 minutes.
  - In the event of delays caused by traffic, accidents, or late arrival of the Client, an additional fee of £20.00 per hour will be added to cover the driver’s time and operational costs. This fee will be communicated to the Client as soon as possible.

- Client Responsibility: Clients are encouraged to account for potential delays when scheduling their transfers, especially for time-sensitive appointments such as flights or events. The Company shall not be liable for any missed connections or appointments due to delays.

- Cancellation Due to Delay: If a delay occurs 8 hours from the scheduled pick-up time and the Client chooses to cancel, they will be entitled to a full refund on that part of the fare, provided the cancellation is communicated to the Company via telephone or email.

- Compensation for Delays: The Company does not offer compensation for delays caused by external factors outside its control. However, in cases of significant delays caused by the Company’s operational issues, management may consider offering a goodwill gesture, determined on a case-by-case basis.

13. Contact Information

For any inquiries or concerns regarding these Terms and Conditions, please contact us at:

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