

Airport Express © 2007-2016 Airport Express (Durham)

Terms & Conditions of Service.

We are Durham City's only 24hr dedicated Airport Transfer service.

There is no other service in Durham who does what we do. We have the largest independent fleet of vehicles in the area specialising in airport transfers. When you book your airport transfer with Airport Express we work within set guidelines. We have adopted a set of standards to ensure we do a professional job.

We expect all our customers to read our terms & conditions. By accepting your booking with Airport Express it is conditional that you abide and agree to the terms and conditions of service and the fare structure we have set in place.

New Update: 01.03.2016 – Student Loyalty card.

Conditions of use.

The card is not transferable and must have the name of the student who is travelling written on the front. Student ID might be requested to prove ownership.

The card is not valid unless the driver has written the travel reference and date on the back clearly. If the dates and references don't match the card is not valid.

The references refer to the booking, one reference per booking. A one way and a return trip is considered one reference. (a return trip does not get two references on the card)

If lost the card is replaceable but the owner must provide all previous travel dates to obtain a new card.

Once completed the card must be presented to a driver who will discount you £10 off your travel. The card is valid for your next trip after the card is completed. IE trip 7.

The card is valid for Durham Uni and New College students only. Student ID might be requested to prove ownership. The card is not transferable to family or friends.

1. When travelling from Durham to NCL Airport always assumes the transit time might take up to 1 hour. Never assume the trip time will be 30 minutes or less.

The distance is 25 miles (approx) and can vary + / - depending on time of date, time of day, rush hours, road works and weather conditions etc.

2. If you book by email we request you observe the following protocol.

a. You send us an email request (we will answer the same day 9am till 9pm)

b. We send you back a reply to either advise we can or cannot accept the booking – you must reply to confirm this.

c. We receive your confirmation reply and we book your job into our system.

d. We send you a "BOOKED & CONFIRMED" email... without this email you are not booked in.

If you do not observe this protocol you will not at anytime be booked in with Airport Express, you will not have a transfer booked.

Follow this simple protocol and your transfer will be booked and confirmed. 95% of our customer's book Online via email and we have a 100% success rate. Book online anytime at: airport365@live.co.uk

3. Paying for travel - All passengers are expected to pay for travel either in advance via credit card or when they are dropped off at the airport for outbound travel in cash.

Our fees include all discounts, you will be expected to pay the outbound fee when we drop you off. You may pay the return fee when we pick you up on your return.

Bank Holidays, Christmas dates, Add £10 to all fares on a bank holiday.

Metered fares only Christmas Eve, Christmas Day, Boxing Day.

New Years eve, New Years Day. Unless agreed upon in advance.

If you book your travel and request a car, when we turn up to collect you have too much luggage to fit in a car you will be charged the minibus rate. This will be classed as luggage overload and an extra charge will apply.

We might arrive in a minibus to do a car sized pick up. you will never be charged for a minibus unless you have too much luggage for a car and the fares are discussed and agreed upon at the time of pick up.

If you do not agree to the minibus fare for over loading we reserve the right not to accept the change in booking.

If you book for 4 people and add extra people to the booking, you will be charged a minibus rate as above.

Minibus fares are for 5 or more passengers, or up to four passengers with higher baggage requirements.

If you do not give us a mobile number for us to call on arrival, or if your phone is turned off, we may have to come into the terminal with a name sign to find/meet you, a charge will be made for this, see Meet Greet above.

If you make us wait at the airport for any unreasonable amount of time. There may be an extra charge,

of the £30/£60 special offer may not be valid. If you are not ready at your pick up address and delay us the £30/£60 special offer will not apply.

Wait Time - We do not charge for waiting if your flight is delayed and we have to wait at the airport for you. We do charge for waiting if you book a pick up from home or work and are not ready and delay us more than 10 minutes. Charge at £0.50 pence per minute inc the first 10 minutes.

Meet Greet

Standard Service charge is £10 (Charge might be higher if you take a long time to get through to arrivals)

If you do not supply us with a mobile number or your phone is turned off or do not call us within the first 15 minutes and we have to come into the airport to find you the meet greet fare applies.

If you are delayed by immigration or lost luggage the meet greet fares will not be applicable.

The £10 fare covers the first 30 minutes of waiting time at the airport.

If we are waiting at arrivals for longer than 30 minutes with no contact the standard meet fare will increase.

Multiple Pick Ups

Will be charged at £5 per pick up if close. Higher fee if the locations are further apart.

If you don't tell us there are multiple pick ups when you book you will still be charged for the extra pick ups when payment is due. Advise us of multiple pick ups when you book please.

3a. Multiple Occupancy – We are an airport transfer service and reserve the right to use the vehicles if needed to have more than one group of fare paying group of customers. This may be a necessity due to other passengers arriving on late flights or just due to high demand.

We will never intentionally make passengers wait for any unreasonable amount of time, nor delay a passenger long.

If you specifically do not wish to share a ride, make sure you let the office know when you book.

We do reserve the right not to offer the discounted rate for any single occupancy passenger.

Our fares are generally discounted up to 50% from standard rates and we do not offer further discounts.

All trips booked as return trips must be used as in / out fares, IE you cannot make a return trip and have both parts of the trip in the same direction. This would make the fares 2x single trips and be charged accordingly.

4. Receipt for payment - All passengers are entitled to a receipt for what they have paid to us. Our drivers carry receipt books and will fill a receipt if you ask for one. A receipt for the return section of your travel will only be offered on your return. Copies of all receipts are kept in the office and are available for inspection upon request by authorized persons only.

Payments for travel electronically, IE via card or by PayPal will automatically generate a receipt for the person paying the fees when they pay as long as they have completed the payment form with an email address.

5. Lost baggage - When you arrive back at the airport and have realized your luggage has been misplaced you must contact us as soon as possible to let us know there will be a delay. It is often the case that lost luggage may delay a passenger by as much as 2hrs. If you do not let us know there is a problem, we will assume you have missed your flight and we may leave the airport.

We will normally only wait at the airport for 1HR after a flight has landed if the passenger has not been in contact with us.

It is your responsibility to contact us when you arrive, we will not normally make contact with you. All passengers are handed a business card when they arrive at the airport, if your mobile phone battery is dead, use a public phone, there are many in the airport baggage area and the arrival lounge. If you make no contact with us within the required time period and your driver has left the airport you will not be entitled to a refund as we will have completed our segment of the fare.

6. Baby Seats - Passengers requiring baby seats can request either a baby or toddler seat at no extra charge, the seat will be secured by the driver in the car. The driver will also secure your child if you request this. If the passenger secures their own child, the driver will ask if you are confident the child is secure before moving away. If you have any questions or problems you must inform the driver right away. If your child has unsecured them self from the seat inform the driver right away. If the passenger request to hold their own child the driver will inform you this is at your own risk and you are responsible for the Childs safety. Carrying a baby on your lap is not advisable for obvious safety reasons.

7. Drop off point at airport - when you are dropped off at the airport the driver will offer you a business

card with all contact information for airport express.

This card is numbered individually with a reference number, we keep this number for our records and use it to reference which card you were given in case of Problems with your return. Read the card, keep it with your travel tickets and use it upon your return to assist you in getting picked up. This card has the night number for the night time driver. The driver will drop off at all times at the same place or very close to the same place.

The driver will make the passenger aware of this and request the passenger to return to this pick up place upon their return to the airport. The driver will not drive around looking for the passenger at any time. If you are confused please ask for this to be explained again.

8. Passenger Pick up - When you arrive back at the airport all passengers are expected to call us within 15 minutes of landing or as soon as it is safe to do so as recommended by the airport. Do not wait till you are leaving the airport exit doors to make contact, your driver will only wait a maximum of 1HR after your flight has landed if he has not had any call to confirm you are at the airport. If your mobile phone battery is dead, use a public phone, there are many in the airport baggage area and the arrival lounge. If you make no contact with us within the required time period (1HR) and your driver has left the airport you will not be entitled to a refund. If you do not supply us with a contact number for arrival, we reserve the right to come into the airport And look for you with a name sign, the charge for this will be £5 minimum depending on time taken and car park charges.

9. If we are running late - If we are on route to the airport and for any reason and we are late or there is a delay in finding you once at the airport, if you decide to get into any other vehicle, take another transfer or use public transport with or without telling us we will not be held liable for any costs incurred by yourself. You will not be eligible for a refund due to the fact we had attended the airport or where on route.

As stated above, you must call us when you land, if we are delayed we will inform you of this then and ask you to wait in the terminal till we find you. If you wait till you leave the airport baggage area to call and we are delayed for any reason there is nothing we can do to help other than ask you to wait till we arrive. If you decide to leave we are not liable in any way for any costs incurred.

10. Delayed Flights – We check the flights status of every flight, but the Airport doesn't always update the web site as often as they could. So if you are aware that your flight is delayed before you board the flight you must contact us right away to let us know this information. We can check with the airport services after your return to see if you were informed and if the passengers were informed of any delay and will not use as a valid reason that you were not informed.

If your phone does not work overseas use the public phones in the airport. Calling cards are available at most airport shops.

Our schedule might not allow us to be at the airport for your revised return time. If we visit the airport to collect you and your flight is delayed and you do not inform us, we will possibly have to leave the airport and your return fare will not be returned as a refund.

11. Cancelled flights - if you are aware that your flight is cancelled contact us right away to let us know this information.

We can check with the airport services after your return to see if you were informed before you fly and if the passengers were informed of any cancellation and will not use as a valid reason and you will not receive any refund.

If you are not aware your flight is cancelled and we do not get at least 24hrs notice we cannot offer a refund.

We will assist you with a full receipt to claim back any loss from your travel or flight company.

If your phone does not work overseas use the public phones in the airport. Calling cards are available at most airports.

Our schedule might not allow us to be at the airport for your revised return time. If we visit the airport to collect you and your flight is cancelled/delayed and you do not inform us, we will have to leave the airport and your return fare will not be returned.

If you fly into another airport and do not inform us, if you have prepaid you will not be entitled to a refund.

12. Vehicle damage by passenger - all damaged to any vehicle it must be paid for by the person who did it. If the damage is considered malicious we will promptly inform the police and hand over all details referring the person who did the damage.

By booking with us you are agreeing to this and will be held liable for all damaged including damage to the fabric seat, flooring doors, windows and all other items, this includes any food, spilt drinks and bodily fluids, slamming doors too hard and any damage will also be billed to the customer.

13. Bad weather conditions - if weather conditions prevents us from picking you up at your home or business you will be informed as soon as we can, via phone call text or email. We do not expect you to confirm you have been informed as we have no control over what you do with the information we offer you.

If weather conditions prevents us from picking you up at the airport you will be informed as soon as we can, via phone call text or email. We do not expect you to confirm you have been informed as we have no control over what you do with the information we offer you. We may not actually be able to contact you before you fly, this is unfortunate but is sometimes unavoidable.

If you fly into the airport in the early hours of the morning and our office is closed you may have no way to contact us till the office opens the following day. Any refunds due will be given as soon as possible after your return.

We will however have made every attempt to contact you about the situation at hand.

14. Abusive customers - any customer who during transit is abusive or rude to a driver may be returned to their pick up place with immediate effect. Our drivers will not tolerate bad language or abusive behaviour from adults or children. The transfer will cease irrespective of your future travel arrangements. Any passenger who is physically abusive will be ejected from the vehicle or driven to the nearest police station and reported. Any passenger who is abusive over the phone will be advised the call is coming to and end and to put any suggestions or comments in writing to the head office.

We do not argue with customers for any reason, we will end all calls with immediate effect.

All abusive passengers will be reported to the council or police accordingly.

Refunds will not be given for any abusive or rude passenger.

15. Airport Express Cancellations - If we have to cancel a booking the passenger will be given as much notice as we can give. We will not always give the reason for the cancellation due to possible privacy reasons. If you have paid for your travel you will be given a refund where appropriate.

16. Refunds - Anyone who is due a refund will be given a refund as soon as we can. If payment was made electronically then the refund will be electronic. Cash payments will either be made in person or via recorded delivery post. We will not offer refunds at the office.

Reasons we will not offer refunds are:

Passengers who book and prepay for travel who do not give us 24hr notice about cancellation.

Passengers whose flights are cancelled and we are not informed in time to stop a driver going to the airport.

Passengers whose flights are late and we are not informed in time to stop a driver going to the airport.

Passengers who book a 4 Seater transfer and when we collect them have more than 4 passengers.

Passengers who are ejected from the transfer for abusive behavior.

Passengers who make their own way home without waiting for our driver to attend.

Passengers who get into the incorrect vehicle, IE wrong transfer service or airport taxi.

We reserve the right to refuse refunds based on situations which have not yet happened.

16a. Travel Insurance & Force Majeure (casus fortuitus) - There will always be conditions and events that are out of our control. We insist you allow at least one hour for travel to the airport and a minimum of 2 hours (3 total) for domestic flights and 3 hours (4 total) for international flights (all relevant ticketing and security information can be obtained by your airline) If you do not leave such allowance for travel and ticketing process this is your decision and your responsibility.

We assume at all times that you have relevant travel insurance to cover all aspects of your travel from the moment you leave your home to the time you return to it. This should include any aspect of the transfer also.

Force Majeure frees both parties from liability or obligation when an extraordinary event or circumstance beyond the control of the parties, such as weather, motorway traffic, vehicular breakdown or tyre puncture... generally intended to include risks beyond the reasonable control or airport express, incurred not as a product or result of the negligence or malfeasance of airport express, which have a materially adverse effect on the ability to perform our obligations.

At all times by booking wit airport express we assume you have adequate travel insurance to cover all events or situations that may occur and or delay or hinder travel to the airport and in the unlikely event cause your or your party to be delayed or miss a flight.

17. Office telephone line opening times - our telephone lines are on 24hrs a day. The office line is open 9am till 9pm.

The phone lines are forwarded after this to a driver on duty. If no driver is on duty no one will pick up.

We advertise we operate 365 days per year but if there are no bookings for a certain day we reserve the

right to have a day off! Thus our telephone lines will be unanswered.

18. A1(M) Traffic Conditions - we advise all passengers that we have no control over traffic conditions on any roads in the area. It is suggested that an average of 1HR minimum should be given for any transfer to the airport. Do not expect to be transferred to the airport any quicker than 1HR. If the A1(M) is closed or there is such congestion that the driver feels an alternative route would be advantageous then the passengers will be informed and a different may be taken. If the Tyne Tunnel is used the passenger will be expected to pay the tunnel tariff of £1.60 (each way). If the road conditions are so bad there is no way of getting to the airport the passenger will still be charged for the journey and taken wither back to the pick up place or to a place of mutual agreement by the passenger and driver. As per any travel arrangement the passenger would be expected to claim on their travel insurance for loss of money due to weather. If we turn up and do our best we expect to be paid.

19. Return flight collection point at airport - When you get off the plane, call us to let us know you are home as soon as possible.

We expect you to do this and you will have been verbally explained on your departure what we want you to do.

Call us so we know your back. We normally wait outside the airport area until the passenger makes a second call to let us know they have their bags and are leaving the building to return to the pick up place. We will drive into the airport car park and stop at the same place you were dropped off. We normally always park in the same place. Call us if you do not see us. If it is raining or very cold, wait in the terminal till we arrive, our driver will coordinate this when you contact us.

20. Price policies - Our prices are different depending on where you live and how many people are picked up, there are also charges to be added for parking, congestion charges and tunnel charges. The passenger will be expected to pay these charges. No discount is offered on any fares, we are very reasonably priced to start with. We do not normally expect the passenger to pay for anything that is unusual. If you feel you have been overcharged call our office to double check the fees.

We reserve the right to take more than one group of passengers at the same time. We do not offer any discount for this.

Airport Express is a Passenger Transfer Service and we charge by booking, not by vehicle.

Our prices are fixed for one or for more passengers. We will not always tell you if we have to collect more than one group when you book.

We may not know at the time there will be more than one group to pick up.

We will always try to get you to the airport in 1hr or less.

We will never undertake any pick up at the same time as yours which may jeopardise your travel plans.

21. Lost items in vehicle - you must inform us right away of the left any item in the vehicle. If you do not, another passenger may pick up your item by accident and remove it from the vehicle. We have no control over this. Any items we find we will return to you if we know whose it is. There may be a charge for returning your lost items. We cannot deliver your item to you for free. If you make no attempt to retrieve the lost items we will dispose of them after 30 days.

22. Forgotten your passport - if you have left your passport and need to return for it, we cannot guarantee we will have time to accommodate taking you home to get it. If we do take you back for your passport you will be expected to pay again for the trip.

There will be no free fares for any reason. We do not accept IOU's for travel and the passenger will be expected to pay right away.

23. left a bag or suitcase at home? - if you have left your passport and need to return for it, we cannot guarantee we will have time to accommodate taking you home to get it. If we do take you back for your passport you will be expected to pay again for the trip.

There will be no free fares for any reason. We do not accept IOU's for travel and the passenger will be expected to pay right away.

24. Your return flight booking. There are some return bookings that can cause confusion for passengers, IE your return flight departs Dalaman airport at 10.00pm local time Friday then arrives in NCL at 02.00am Saturday... This flight booking covers two calendar days. We fully expect you to read your flight tickets and advise us of exact flight schedule details when you book. We do not check flights for arrivals until the day they are booked, so if you have made a mistake and have given us the wrong day for your return there is nothing we can do to assist. If we have a driver on duty you may be picked up if we have space to do so. If we do not we will advise you to take another for of transport home. You must make sure you give accurate details for your travel at all times.

25. When you book with us we always advise that you leave 1 hour for travel to the airport. This allows for traffic problems, weather issues, delays in previous flights we are attending to and also in case we are late ourself. The normal travel time is 30 mins to NCL airport, but we request the extra time to safeguard your future travel.

26. If for any reason we are late and we cannot get to you, we would expect that at all times you are prepared to make your way to the airport without us. IE you drive yourself or take public transport. Thus we request that at least one member of your party if fit to drive (IE sober). We restrict and limit our liability in this matter to any costs up to the amount of a single way trip fare, £30 for car £45 for minibus. If you are not fit to drive (IE drunk) we offer no liability, If you fail to make a decision to drive yourself and park at the airport we offer no liability. With reference to section 25 above, 30 minutes is normally enough time to drive yourself or make other arrangements what ever they are.

27. When you book with us, we always work off the information you gave us. We write down what you tell us, we then read it back to you. If you give us incorrect information there is a possibility we will not be at the airport to pick you up, we offer no liability for this what so ever. You can call us anytime before the date of your travel to check what we have on record for you. You will be expected to answer basic security questions, we never divulge info to people who cannot answer the questions we give.

28. If you fail to give us a flight number for a single pick up or a return pick up as part of your booking we will not attend the airport to collect you.
We will not leave the office until you contact us to inform us of your arrival, you will not be entitled to any refund if you do not wish to wait for us to attend the airport.
If you make a mistake and we do not attend the airport to collect you, we will not be held liable for any expenses for your return home.
If we do not have a driver on duty out of normal hours, the phone may not be answered.
PLEASE NOTE... we write down what you tell us, and then we read it back to you. Correct us if it is wrong..... There is nothing we can or will do if you make a mistake or fail to advise us of correct information.

29. If a 3rd party or hotel book on your behalf and ask for a special rate, or discounted rate, you will get the agreed rate. If they DO NOT ask for any discount or special rates, the driver will not offer any discounts and the meter will be used. Once the meter is on, the metered fare WILL be charged. County standard meter rates apply at all times, inc tariffs 1 & 2 for relevant times of day.
NOTE: our internet and in-vehicle published price list is based on pre-booking in advance. Does not cover requested single occupancy and hackney fares.

30. We would like to email you with special offers from time to time. If you do not wish to be contacted just let us know.

Complaints Procedure

In the unlikely event you have a complaint about the standard of our service or our transfers you would need to write to us.

If you have a complaint about the standard of our service, our service is governed by the Supply of Goods and Services Act 1982 and we suggest a written complaint, contact us directly so we can help you quickly resolve any problems.

We do not publish our office address and do not welcome visitors without appointments. We will send our address via email or tell you via telephone.

Email us at airport365@live.co.uk and use the title COMPLAINT.

You will get a swift reply. It is our intension to resolve any problem quickly.

Abusive customers may be advised that they are not going to be helped until they have stopped being abusive. We will not deal with anyone who threatens or intimidates any member of staff. A polite, friendly attitude goes a long way to resolving any issue. Help us to help you.

Our telephone lines are open as follows:

T: 0191-371-2352 9am till 8pm
M: 0793-658-5799 9am till 8pm

Our office lines are not always manned and we reserve the right to not answer phones during stated office hours.

Data protection. Our records are private and we reserve the right to NOT discuss passenger information over the phone to anyone.

These Terms & Conditions are subject to change at any time and will be updated at intervals to make sure the document is correct.

Update Vs.2.1

VOLCANIC ASH Or any other natural disaster (Whatever event it is....)

Anyone who has flight disruptions due to natural disasters are directed to contact their travel company or insurance company for resolution for any financial loss resulting from the disaster or ash clouds. If your return travel is disrupted by the ash clouds and your travel or flight company decides to reschedule your return travel we cannot and will not be held liable for any loss resulting from their decision to modify your travel schedule if you do not inform us of what the changes are. We require notification if you are being diverted or returning at a rescheduled time. If you do not inform us we hold your booking as active and you will not be entitled to a refund. We will assist you with full receipts so you can claim back any expense from your travel or insurance company.

If you are returning to the UK and your flight is diverted to another airport we cannot be held responsible for any loss or expense.

If we do not get 24hrs notice for diversions we will still hold your booking open and consider it active. As per our cancellation policy unless you give us 24hrs notice we cannot refund your return fare. We will however offer a 15% discount coupon to anyone who suffers disruption from the ash cloud, contact us to apply for the voucher.

This coupon is valid off future travel with us at any time. If you feel this is unfair, as required by UK law you are required to write a letter to us to detail your issues. We will not take calls from passengers who feel we are responsible for the disruption of travel due to their travel companies changes to any travel schedule or subsequent disruption.

If you choose to book with us during this problematic period you accept that you are aware that any problems or complications caused by the ash clouds and subsequent travel disruption is the Responsibility of your travel or holiday company. Do not book with us if you are confused about this. However, we will explain the situation to you in writing if you request this.

When you book with us your buying a transfer ride and a time slot, this will be honoured by us at all times and unless you inform us we charge for each and every time slot. We understand you may feel you had no prior notice of delays, cancellations or diversion, but we wont be advised wither, and unless we are we honour your booking 24hrs 7 days...

NOTE: Airport Express and all services it offers are governed by the Supply of Goods and Services Act 1982...

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