

## **Terms & Conditions**

Gatwick Connect Ltd (trading as completetravelconnections) complies with the 'Data Protection Act 1998' (UK).

Terms & Conditions of booking: ~

*Please also note that the below only applies to UK airports, all other airports outside of the UK are subject to their own terms and conditions.*

*Please note that these terms and conditions are subject to change at any time without notice. We will however do our utmost to keep you up to date of any changes.*

### **Rates & Fees:**

The rate or fee includes 3 hours airport cover, usually from the scheduled departure or arrival time of the specific flight unless otherwise agreed.

Delay cover/waiting time will apply after the first 3 hours of service and will be an additional full charge based on 3 hour increments. Authorisation will always be sought prior to delay cover/waiting time being provided.

Any cancellation within 24hrs will still result in the full charge being applied.

Late bookings - Any booking received within 24hrs of the scheduled departure or arrival time of the specific flight will incur an additional £15.00.

Amendments – Any booking amended within 24hrs of the original scheduled departure & arrival time that falls outside of the original stated 3hr cover will incur the full cancellation charge as per our cancellation terms and if rebooked may incur a late booking fee.

Services provided at any UK airport during a UK Bank/Public holiday will be subject to a 50% surcharge.

All rates are excluding UK VAT which is applicable to all services provided in the UK.

### **Services:**

For specific details on services we provide please see our service and product guide.

Airside access at some airports may, from time to time be subject to security restrictions, if known we will advise at time of booking if this does occur.

Please note services that offer fast track at check-in, security or immigration cannot ever be guaranteed.

When submitting a booking the following information must be provided: date of travel, flight number, and full name of lead passenger along with a relevant contact number for the passenger/s travelling and/or their driver's details & a porter request if applicable. Please note that a porter is generally a third party therefore cannot be guaranteed and does not fall under the Gatwick Connect Ltd T/a Completetravelconnections' terms and conditions.

## **Services continued:**

Departures - prior to the date of travel we will endeavour to contact the travelling passengers and provide direct contact information for our representatives at all airports; this is not guaranteed however, and is subject to individual airport procedures and last minute operational changes.

Completetravelconnections cannot take responsibility for services which cannot be fulfilled due to the client party not being able to be contacted by the Completetravelconnections representative.

Arrivals – due to the nature of an Airport Operation, flights may be subject to last minute stand/gate changes, in this event we cannot guarantee that the airport representative will arrive at the amended gate before the aircraft comes onto stand.

Also from time to time an aircraft may arrive “off-stand” meaning the passengers will be coached into the terminal, in this event the airport representative will make their way to the coaching bay within the terminal.

Where a mobile contact number is provided the passenger will be sent their representatives contact name and number by SMS.

If the passengers are unable to see their representative, and they cannot be reached on their mobile telephone, then please call our Duty Office contact number on 0844 800 2048.

## **Liability**

Our total liability for any loss shall not be more than the total sum we charge you for the booking. We will not be held liable or responsible for any direct or indirect loss or damages to your business or that of any third party, nor for any loss of profits, opportunity or data.

To the maximum extent permitted by law, we accept no responsibility for any damage, loss, accident, sickness, injury or death that you or anyone else may suffer or incur arising out of Completetravelconnections and/or in connection with these terms & conditions.

Nothing in these terms shall exclude or limit our liability for fraud or death or personal injury caused by our negligence or any other matter which it would be illegal for us to (or attempt to) exclude or limit.

We accept no liability for the consequences of any delay or for any loss, cost or expense incurred by you as a result of the actions of any third party including without limitation the Customs or Immigration Authorities at any airport.

You accept that you alone are responsible for compliance with all governmental regulations upon entry into and exit from all Airports and for ensuring that all required documents are in order and that any conditions to which such documents are subject are complied with.

You agree to indemnify us in respect of all claims, damages, losses, costs and expenses (including legal expenses) which are awarded against or incurred by us as a direct result of your acts or omissions or the acts or omissions of any person covered by your booking in the course of using the Completetravelconnections.

Completetravelconnections employees and/or representatives are not permitted to hold infants or accept any responsibility for infants and children, including handling pushchairs and prams.

Completetravelconnections employees and/or representatives are not trained or insured to handle any baggage (cabin or checked in) please request a baggage porter at the time of booking if this is required.

### **Products & Services Provided by Third Parties**

If we arrange for another company to provide you with products or services (for example, porter or chauffeur cars) and issue you with confirmation relating to any such products and services, we are acting only as your agent in making those arrangements. We do not guarantee that products and services provided by third parties will always conform to their exact description.

We will have no liability to you regarding any products and services we arrange for you which are to be provided by another company unless caused solely by our negligence.

### **Privacy Policy**

#### What we collect

We may collect the following information:

1. Title, Name
2. Flight and travel details
3. Contact information including telephone numbers & email address
4. Demographic information such as postcode, preferences and interests
5. Other information relevant to customer surveys and/or offers

#### How we gather the information

We may collect personal data when you deal with us or interact with us, which could be via any one of the following methods:

1. When you interact with us directly (e.g. by telephone, in writing or by emailing us)
2. When you use our Site
3. When you interact with us via third parties (e.g. via client and services partners and social media platforms).

#### What we do with the information we gather

In all circumstances the personal data we hold about you will be adequate, relevant and not excessive.

If you make a booking with us, "Completetravelconnections" will record your personal details. We will only use your personal data in line with your legal rights under the Data Protection Act 1998. Your data will be used principally to meet your requirements.

Details of your legal rights can be found on the Information Commissioner's website [www.ico.org.uk](http://www.ico.org.uk)

We require this information to understand your needs and provide you with an excellent service, and in particular for the following reasons:

1. Accounting,
2. Billing and internal or external auditing,
3. Credit or other payment card verification and screening,
4. Immigration and Customs control,
5. Safety, security, health, administrative and legal purposes,
6. Statistical and marketing analysis,

7. Improvements to our products and services,
8. Operation of awards schemes,
9. Systems testing,
10. Maintenance and development,
11. Customer relations and to help us in any future dealings with you, for example by identifying your requirements and preferences.
12. We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided

For these purposes we may disclose your data to our partners or other partner companies involved in meeting your requirements. These may include; our Service Partners, government and enforcement agencies, credit and charge card companies. This may involve sending your data between different countries, including countries outside the European Economic Area.

#### Security

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.