Delta Cars Ltd Customer Booking Terms & Conditions

These terms and conditions constitute the entire Agreement Concerning the provision of a vehicle transfer service ("Service") between you and Delta Cars. By phoning 0207 624 5000 and making a booking or emailing a booking request to or completing a booking form on line at www.deltatransfers.co.uk indicates your unconditional acceptance of the Terms and conditions set out in this Agreement.

1. Definitions

"Delta Cars" means DELTA CARS LIMITED registered in England and Wales 08479495 and our registered office is at: Basement 314 Kilburn High Road, London, NW6 2DG. "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. Delta 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. Delta 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 Delta Cars will email you a quotation based on the information supplied by you. Delta Cars 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. Delta Cars will charge for waiting at its standard rates after the initial 30-minute period has expired. Delta 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 and text. Please check you're booking confirmation carefully and inform Delta Cars promptly of any errors. Delta Cars Shall not be responsible for any delays caused or costs arising from by your failure to provide Delta 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 £100.00GBP 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 Delta Cars will not carry more passengers than its insurance or licensing allows.

5. Cancellations

5.1 You have the right to cancel a Booking.

5.2 If you decide to cancel a Booking You must notify Delta Cars by submitting a cancellation request via email to info@deltatransfers.co.uk and by also phoning 0207 624 5000

5.3 In the event of the cancellation of a Booking up to 60 minutes before the Agreed Pickup time, You will be entitled to a full refund of the Fare (excluding any Card Costs). Where the cancellation is less than 60 minutes before the Agreed Pickup time, then no refund will be due to You, and your profile will be marked, which may prevent you from booking through Delta 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).

5.5 If you need to cancel your booking, please contact Delta Cars as soon as possible.

6. Liability

6.1 Delta 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 Delta 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 Delta 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 Delta Cars will endeavour to arrange an alternative car to complete the journey as soon as practicable.

6.4 You shall indemnify Delta 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

Delta 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 Delta Cars may subcontract Your Booking to a third party if we cannot fulfil your request for the specified time and date of the Booking. Delta Cars are still responsible for the booking as principal with You the customer as per Regulation 9(14) of the 2000 Regulations.

8.2 Delta 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 Delta Cars shall store, process and use all information regarding your personal details in accordance with the requirements of the Data Protection Act 1998 and Delta Cars privacy policy.

8.4 This Agreement and any accompanying quotation represent the entire agreement between you and Delta 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 Delta Transfers 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.

Privacy Policy

At Delta 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, below.

DELTA CARS LTD PRIVACY POLICY REVIEWED FEBRUARY 2023

Delta Cars Ltd promise that we'll tell you how we use your data and we'll make sure that your data is collected and stored securely. You can update and manage your preferences at any time by email to info@deltatransfers.co.uk or speak to us on +44(0)207 624 5000

We have to keep some information about you, such as name, email address, telephone number so we can process customer bookings. We also have to share data with our trusted partners so we can fulfil our service obligations to you.

If you choose to receive text SMS marketing from Delta Cars Ltd, we can let you know of the latest updates to our services and any special offers. We may also contact you with service updates in case of problems with availability or cancellations and amendments to bookings. If you would like to stop receiving this information from us, email info@deltatransfers.co.uk with the subject "Unsubscribe". Alternatively, you can unsubscribe by replying to any of our communications with the word "Unsubscribe" in the subject field.

We have made this Privacy Policy available to you to let you know precisely what kind of personal information we collect, how it is handled, with whom it may be shared, and how you may access and remain in control of your data you have provided to us. By making a booking with us, you will also have consented to the policies and practices described in this policy.

Google Analytics

When someone visits www.deltatransfers.co.uk we employ a third party service (Google Analytics) to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is processed in a way which does not identify anyone.

Cookies

This site uses cookies – these are small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts and provide anonymised tracking data to third party applications like Google Analytics. As a rule,

cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at the About Cookies website which offers guidance for all modern browsers

Security – Safeguarding your personal data

We are committed to taking appropriate technical and organisational measures to protect your personal data from unauthorised or unlawful processing, accidental loss or destruction of, or damage to your personal data. This includes restricting access to, maintaining accuracy of and training in the securing of personal data. These safeguards are designed to protect against, but are not a guarantee against, the loss, misuse and unauthorised access, disclosure, alteration and destruction of personal information

Information collected to process your booking is securely transmitted over the internet to our web server, using encryption to safeguard personal information. The information that you provide is held securely in with appropriate technical and organisational measures.

Personal information we use

The information we may collect includes; name, email address, postal address, phone number, billing and credit card information. This information is collected when you take agree to use our services. We retain this information for as long as we need to in order to fulfil our obligations or to comply with the law.

We may need to contact you by email, phone or through a notification in relation to a booking, enquiry, complaints or regarding our process. This communication is not for marketing purposes and is required to comply with TFL regulations, you will continue to receive them even if you opt-out of marketing communications.

If you make an enquiry we may need your email address, phone number and additional information in order to respond correctly. We do not share this information with anyone who does not have a lawful or legitimate purpose for seeing it.

Disclosure of your information

Your personal data may be shared with other affiliated companies that are subject to privacy policies with this policy.

We may disclose your personal data when this is required by law to which Delta Cars Ltd may be subject as well as to enforce or apply our Terms of Use and other agreements, or to protect our rights, property, safety or other interests those of our parent company, affiliates and shareholders, or others. In addition, your information may be disclosed to our fraud screening partners to help prevent and detect fraudulent transactions.

We may also share some of your personal data with or obtain your personal data from third parties:

Suppliers providing services to us to help run our business.

Credit and debit card payment services.

CCTV Footage

We may record CCTV images of people entering, approaching, entering or passing our building to:

- help staff and visitors feel safer
- act as a deterrent to offenders
- allow the collection of evidence to help find and convict offenders
- prevent, detect, investigate and prosecute fraud

There will be clear signs outside the relevant buildings to advise you that CCTV is in operation.

Your information will not be transferred outside the UK

Sharing your CCTV recording

Your information may be shared with other organisations if they have a legal right to it.

Keeping your personal information

We will delete recordings no more than 90 days after the CCTV footage was taken. This ensures that any subsequent investigations can be completed.

Your rights

The information you provided will be managed as required by Data Protection law.

You have the right to:

view a copy of the CCTV recording

request that the CCTV recording be deleted if you believe that Delta Cars Ltd are processing it for longer than is necessary

Access to your personal data

As an individual you have the following rights to your information:

The right to be informed– Detailed within this privacy policy.

The right of access– You can make a subject access request by contacting us.

The right to rectification– Any errors can be corrected by contacting us.

The right to erasure– You can request your personal data to be erased by contacting us.

The right to object– You can object to direct marketing or the processing of your data by contacting us at any time.

To exercise any of these rights or to discuss in further detail please email us at info@deltatransfers.co.uk or speak to us on +44(0)207 624 5000. You may be asked to provide proof of identity to comply.

Amendments to our Privacy Policy

We reserve the right to change our Privacy Policy as our business changes. If our policy changes in the future, we will post an updated privacy policy on our Website. You can tell if this policy has changed by checking the revision date that appears at the end of this policy. If you would like a permanent record of this privacy policy, please print a copy.

Remember – this is your data. We are responsible for looking after it ethically and securely and must only use it for the purpose for which it was provided to us. Help us to help you and contact us if you feel we have done anything wrong so that we may correct it.

Contact

Any queries or comments regarding the information set out in this policy please contact us at: info@deltatransfers.co.uk or call us at: +44(0)207 624 5000

This Privacy Policy was last reviewed February 2023