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Terms and Conditions of EXETER VALETPORT MEET & GREET PARKING

1. Introduction

These Terms and Conditions set out the rights and obligations of **EXETER VALETPORT PARKING LIMITED** (Company Number **17403695**) trading as **EXETER VALETPORT PARKING LIMITED** ("Service Provider") and the **CUSTOMER** ("Customer") concerning the provision of remote off site car parking and additional services. By purchasing a service from the Service Provider, the Customer agrees to be bound by these Terms and Conditions.

2. Making a Booking

2.1 All bookings are to be made via the Service Provider's website – **https://exetervaletportparking.co.uk/**
2.2 All bookings are to be made a minimum of 24 hours in advance. If the Customer is in a last-minute hurry they are to contact the Service Provider by email to **park@exetervaletportparking.co.uk** by telephoning **01392 592360** or who will endeavour to be of service.
2.3 All bookings are only confirmed on receipt of payment and are confirmed via email.
2.4 All services are subject to availability.
2.5 The Service Provider reserves the right to withdraw availability at their discretion.
2.6 The Service Provider reserves the right not to accept or fulfil a booking.

3. Amending a Booking

3.1 A booking can be amended at any time by the Customer by following the *Manage your Booking* link on the *Booking* dropdown menu on the Service Provider's website.
3.2 A booking can also be amended by contacting the Service Provider by email at **park@exetervaletportparking.co.uk**, or by telephoning **01392 592360** during office hours.
3.3 Please include the Booking Reference Number and the details of any required changes when amending a booking.

4. Cancelling a Booking

4.1 A booking can be cancelled by following the *Manage your Booking* link on the *Booking* dropdown menu on the Service Provider's website.
4.2 A cancellation can also be made by email to **park@exetervaletportparking.co.uk**, or by telephoning **01392 592360** during office hours.
4.3 The right of cancellation is given under *The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013* where applicable. The contract for the service is considered to be a Distance Contract.
4.4 A booking cancelled within 14 days of making the booking, provided that it is made more than 24 hours before the date and time of the service to be provided, will receive a 100% refund.
4.5 A booking cancelled after 14 days of making the booking, will receive no refund.
4.6 A cancellation of less than 24 hours before the booking start date and time will receive no refund.
4.7 The Service Provider reserves the right to cancel a booking at any time. In the event of such cancellation there will be no refund.
4.8 The refund will be paid back to the payment method used to pay for the service. The refund will be paid up to 14 days after the cancellation has been received.

5. Prices and Payments

5.1 All prices are displayed on the Service Provider's website – **https://exetervaletportparking.co.uk/**
5.2 All prices are shown in pounds sterling. No other currencies are accepted.

5.3 The price charged will be the price that was displayed and confirmed at the time of the booking. Any subsequent changes to prices and charges, either up or down, including any time limited or promotional offers, cannot be retrospectively applied to an already confirmed booking.
5.4 The price charged will be the price shown on the Service Provider's website only. The Service Provider will not honour any prices quoted elsewhere.
5.5 Payment is to be made via the Service Provider's website only, by one of the methods shown on the website.
5.6 Any outstanding charges are to be paid in full before the vehicle is returned to the Customer. The Service Provider reserves the right to hold on to the Customer's vehicle until any outstanding debts are paid.

6. Service Provider Limits of Responsibility and Exclusions

6.1 As part of the service the Service Provider carries out a digitised condition scan of the Customer's vehicle, both on collection from the Customer and on return to the Customer. These scans are available to the Customer on request.
6.2 The Service Provider accepts no responsibility for any damage identified in the scans. Any damage shown in the scans will be deemed to have happened when the vehicle was not in the Service Provider's possession.
6.3 The Customer can request that these scans do not take place. If this is the case, the Service Provider accepts no responsibility for any damage on the vehicle, including when the vehicle is in the Service Provider's possession.
6.4 The Customer's vehicle will be covered by the Service Provider's insurance from the time when the keys are handed over by the Customer to the Service Provider, until the time that the Service Provider hands the keys back to the Customer only. The Service Provider's insurance will not cover the Customer Vehicle at any other time.
6.5 The Service Provider will park the Customer's vehicle in their secure compound. This compound consists of an area enclosed by triple point palisade security fencing. The compound is floodlit at night and is monitored by CCTV and regular security personnel patrols.
6.6 The Customer's vehicle keys will be stored separately away from the vehicle, in a secure cabinet.
6.7 The Service Provider will use the security features of the Customer's vehicle, and any security devices that the Customer provides to the Service Provider (for example a steering wheel lock), to secure the individual vehicle. No other devices will be used.
6.8 In the event of breakdown whilst the vehicle is in the possession of the Service Provider, the Service Provider will make all reasonable endeavours to rectify the breakdown and return the vehicle to the Customer at the appointed time. The Customer will be informed if a breakdown takes place.
6.9 In the event of incident or accident whilst the vehicle is in the possession of the Service Provider, the Service Provider will make all reasonable endeavours to rectify any damage caused in a reasonable timeframe. The Service Provider will provide a courtesy car to the Customer as a temporary replacement, in the form of a hire car paid for by the Service Provider, meeting the Customer at the appointed time. The Customer will be informed if an incident or accident takes place. The Service Provider will then arrange to have the Customer's vehicle returned to them, and the courtesy car picked up.
6.10 The Service Provider will not accept legal responsibility for the following:
  6.10.1 Personal property left in the vehicle.
  6.10.2 Loss of or damage to the Customer's vehicle arising from mechanical or electrical failure, self-locking, pollution, terrorism, natural disaster, damage by vandals, criminal activity and other matters outside the Service Provider's control.
  6.10.3 Loss of or damage to the Customer's vehicle arising from acts of nature nor will the Service Provider accept responsibility for minor scratches dents or chips to paintwork or any visual damage that cannot be seen and noted due to weather conditions or where the exterior is in a dirty state.
  6.10.4 The Service Provider will not accept responsibility for damage to windscreens or other glass other than where the same is proved and to the extent that it is proved to be caused by our negligence.
  6.10.5 Any indirect loss as a result of damage or loss to the vehicle (such as loss of earnings).
6.11 If an additional service of a Full Car Wash is purchased, this service will be carried out at the Service Provider's secure compound just before the vehicle is returned to the Customer. Since there is an approximate 10 minute

drive between the secure compound and the airport, it is accepted that the vehicle might get slightly dirty during the transit and cannot be helped.

7. Customer Responsibilities

7.1 As part of the service the Service Provider carries out a condition scan of the Customer's vehicle, both on collection from the Customer and on return to the Customer. These scans are available to the Customer on request.

7.2 The Customer can request that these scans do not take place. If this is the case, the Service Provider accepts no responsibility for any damage on the vehicle, including when the vehicle is in the Service Provider's possession.

7.3 The Customer shall ensure that their vehicle is in the following condition prior to handing it over to the Service Provider:

- 7.3.1 The vehicle is roadworthy, as defined by the DVLA
- 7.3.2 The vehicle is registered with the DVLA
- 7.3.3 The vehicle has up to date vehicle tax, valid for the entire booking period.
- 7.3.4 The vehicle has a current MOT certificate, valid for the entire booking period, if the vehicle needs one.
- 7.3.5 The vehicle has sufficient, petrol, diesel or electric charge to cover a distance (or range) of 20 miles, to cover the distance to and from the Service Provider's secure compound.
- 7.3.6 The vehicle does not contain any dangerous substances.
- 7.3.7 The vehicle does not contain any substances which are illegal in the UK.

7.4 The Service Provider is unable to provide its services to vehicles with non-UK registered numberplates.

8. Special Assistance Requirements

8.1 If the Customer has any special assistance requirements, the Customer should make the Service Provider aware when booking and they will endeavour to make any reasonable adjustments to meet the Customer's needs.

9. Complaints Procedure

9.1 Any complaints should be directed at the first instance to the Service Provider's driver, who should take reasonable steps to rectify any issues.

9.2 If the Service Provider's driver cannot help with a complaint, then the complaint should be made in writing to **park@exetervaletportparking.co.uk** or by telephoning **01392 592360** during office hours, at the earliest opportunity, where it will be investigated and a resolution will be offered.

These Terms & Conditions cannot be changed unless the change is made in writing with Service Provider's permission. This is a legal document which contains contractual provisions. Your Statutory Rights are not affected.

For any further inquiries regarding these Terms and Conditions, please contact us at **park@exetervaletportparking.co.uk** or **01392 592360**