

Highland Comfort Ltd 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 Highland Comfort Ltd Ltd.

By phoning 0208 423 1111 and making a booking or emailing a booking request to booking@highlandcomfort.co.uk or completing a booking form on line at www.highlandcomfort.co.uk indicates your unconditional acceptance of the Terms and conditions set out in this Agreement.

1. Definitions

Highland Comfort Ltd Ltd means Highland Comfort Ltd Ltd at 130 Eastcote Lane, Harrow, Middlesex, HA2 9BJ

"you" and "your" means any individual or other business that places the booking with us.

2. Booking

2.1 Highland Comfort Ltd Ltd retains all responsibility for the Booking as principal with you the customer as per Regulation 9(14) of the 2000 Regulations.

2.2 Highland Comfort Ltd Ltd will retain all responsibility for accepting your booking as well as the provision of your journey.

2.3 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. Highland Comfort Ltd Ltd 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.

2.4 You must order a suitable car size for the number of passengers and luggage. Highland Comfort Ltd Ltd cannot guarantee to carry excessive amounts of luggage.

2.5 If you need a child seat, please specify this at the time of booking.

3. Prices & Payment

3.1 Highland Comfort Ltd Ltd will email you a quotation based on the information supplied by you. Highland Comfort Ltd Ltd service 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. Highland Comfort Ltd Ltd will charge for waiting at its standard rates after the initial 30-minute period has expired.

Highland Comfort Ltd Ltd 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 Highland Comfort Ltd Ltd promptly of any errors. Highland Comfort Ltd Ltd Shall not be responsible for any delays caused or costs arising from by your failure to provide Highland Comfort Ltd Ltd 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 Highland Comfort Ltd Ltd 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 Highland Comfort Ltd Ltd by submitting a cancellation request via email to booking@highlandcomfort.co.uk and also by phoning 0208 423 1111

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 Highland Comfort Ltd Ltd 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 Only Highland Comfort Ltd Ltd as an operator can cancel a booking after receiving notification of the cancellation from you.

6. Liability

6.1 Highland Comfort Ltd Ltd 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 Highland Comfort Ltd Ltd 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 Highland Comfort Ltd Ltd 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 Highland Comfort Ltd Ltd will endeavour to arrange an alternative car to complete the journey as soon as practicable.

6.4 You shall indemnify Highland Comfort Ltd Ltd 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.

6.6 The liability in relation to the provision of the transportation services to you remains with Highland Comfort Ltd Ltd.

6.7 If for any reason Highland Comfort Ltd Ltd are unable to provide a car to fulfil the transportation service undertaken, they may subcontract the booking to another operator. The contract and liability to fulfil the accepted booking will remain with Highland Comfort Ltd Ltd in any such instance.

7. Termination

Highland Comfort Ltd Ltd 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 Highland Comfort Ltd Ltd 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.

8.2 Highland Comfort Ltd Ltd shall store, process and use all information regarding your personal details in accordance with the requirements of the Data Protection Act 1998 and Highland Comfort Ltd Ltd privacy policy found on our website:

www.highlandcomfort.co.uk

8.3 This Agreement and any accompanying quotation represent the entire agreement between you and Highland Comfort Ltd Ltd 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.

8.4 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 Highland Comfort Ltd Ltd 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.

Terms and conditions last updated December 2025.