

<b>Service issue</b>	<b>Detail</b>	<b>Compensation</b>
Late Vehicle (Where a journey consists of more than one leg or part, compensation is limited to the part of the journey affected)	Up to 30 minutes	£0
	31 – 60 minutes	10% / £25
	61 – 120 minutes	20%/£50
	121 – 240 minutes	50%/£100
	Over 241 minutes	Full refund
Vehicle no show(Single leg journey)	Vehicle fails to arrive to collect passengers and passengers make other arrangements	Full refund
	Vehicle fails to arrive to collect passengers and passengers make other arrangements for specific leg of journey	Refund of charges relating to affected leg of journey
Vehicle breakdown	Vehicle suffers mechanical or other failure during the course of the booking, and journey is continued following repair or in alternative vehicle(s)	Late vehicle charges as above
	Vehicle suffers mechanical or other failure during the course of the booking, and passengers make their own arrangements for travel	Compensation equivalent to reasonable transport costs to complete journey
Vehicle standard not as booked	Standard not Executive (Not pre-agreed with client)	15%/£30
	Standard not Executive (Pre-agreed with client)	10%/£25
Vehicle wrong size (passengers)	Vehicle has insufficient seats for the number of passengers as listed in the booking confirmation and alternative vehicle supplied	Late vehicle charges as above
Vehicle wrong size (luggage capacity)	Vehicle has insufficient storage space for luggage as listed in the booking confirmation and alternative or supplemental vehicle supplied, but delay is caused to party	Late vehicle charges as above
	Vehicle has insufficient storage space for luggage as listed in the booking confirmation and passengers make their own arrangements for travel	Full Refund
Air conditioning	Vehicle does not have working air conditioning and this was detailed in the booking confirmation	10% /£40
Vehicle cleanliness	Vehicle fails to meet reasonable standards for cleanliness – exterior	5%
	Vehicle fails to meet reasonable standards for cleanliness – Interior	10%
Driver behaviour	Driver behaviour unacceptable including rudeness and failure for follow reasonable requests in line with the booking requirements	10%