

Terms & Conditions – AirportHub.co.uk

1. INTRODUCTION

By making a booking for a Private Hire Vehicle or Taxi (“Cab”) through this website (“Platform” “AirportHub.co.uk”), you agree to be bound by these Terms & Conditions. If you do not agree, you must not use this Platform. If you are booking on behalf of another person, you confirm that you have authority to accept these Terms on their behalf.

2. DEFINITIONS

“Agreed Pick-Up Point” The location where you will be collected. “Agreed Time” The date and time of collection. “Booking” A reservation made through the Platform for a Trip. “Operator” A licensed Private Hire Operator or Taxi Operator selected by you. “Operator T&Cs” The Operator’s own terms, which apply in addition to these Terms. “Card” The debit/credit card or online payment method used for prepayment. “Cash” Payment made directly to the driver. “Platform” The website/app operated under the trading name AirportHub. “Fare” The price you pay for the accepted Quote. “Goods” Any items carried during the Trip. “Trip” The journey from pickup to drop-off. “Licensing Authority” The authority responsible for licensing Operators and drivers. “Passenger” Any person travelling in the booked Cab. “Personal Data” Information you provide, including contact and payment details. “Quote” A fixed price displayed on the Platform for your Trip. “You” The person entering booking details.

3. USE OF PLATFORM

You must provide accurate booking details. AirportHub acts solely as a booking agent for Operators. The transport contract is between you and the Operator, not AirportHub. AirportHub may refuse or cancel bookings at its discretion. Your Personal Data will be handled according to our Privacy Policy. Cookies may be used to improve your experience. You may opt out of marketing communications at any time.

4. BOOKINGS

When you enter Trip details, the Platform displays Quotes from available Operators. Quotes may change until the booking is confirmed. A booking is confirmed only when you see the confirmation screen and receive an email/SMS. Operator T&Cs may also apply. If there is a conflict, these Terms override. AirportHub cannot guarantee special requirements (e.g., wheelchair access, specific driver gender). Pricing errors may be corrected. If you do not wish to proceed after correction, you may cancel for a full refund. Complaints about the Operator must be directed to the Operator first.

5. PAYMENT

If paying by Card, payment is taken at the time of booking. If paying by Cash, you pay the driver directly. Bookings cannot be changed after confirmation except under the cancellation policy. If Card payment fails, the booking will not be completed.

Extra charges may apply for: • Additional luggage • Route changes • Waiting time • Parking fees • Special requests (e.g., child seats)

Tips are optional and paid directly to the driver. Some Operators may be VAT-registered. Where applicable, VAT is included in the Operator's fare. AirportHub does not charge VAT and cannot issue VAT invoices.

6. INSURANCE

AirportHub and Operators are not responsible for loss or damage to Goods. You must arrange your own insurance for valuable items.

7. CANCELLATIONS & REFUNDS

You may cancel a booking using the cancellation form on the Platform. Full refund if cancelled before the cut-off time (excluding Card processing fees). No refund if cancelled after the cut-off time.

If the Operator fails to arrive within 15 minutes of the Agreed Time and you choose not to travel, you will receive a full refund. If you fail to arrive within 15 minutes, the Operator may treat this as a cancellation with no refund.

Refunds are processed to the original payment method within 3–5 business days.

8. LIABILITY

Operators are responsible for holding valid licences. AirportHub is not liable for: • Delays • Operator no-shows • Missed flights/trains • Indirect or consequential losses

Total liability of AirportHub is limited to £500. Nothing excludes liability for death or personal injury caused by negligence.

9. PASSENGER BEHAVIOUR

Operators may refuse service or terminate a Trip if behaviour is unsafe or disruptive. Alcohol may not be consumed in the vehicle. Operators may refuse passengers under the influence of alcohol or drugs.

10. LIMITATIONS ON GOODS

Operators will not carry: • Cash, jewellery, or items worth over £50 • Hazardous or illegal items • Perishable goods

Operators are not liable for damage to fragile items.

11. DISPUTES

You must contact the Operator within 24 hours of the Agreed Time for any complaints. If unresolved, you must notify AirportHub within 72 hours. AirportHub may refer disputes to an

independent third-party mediator or the relevant Licensing Authority. AirportHub is not responsible for service-related disputes between you and the Operator, including issues relating to driver behaviour, vehicle condition, delays, route choices, or additional charges.

12. PRIVACY POLICY

Your Personal Data will be handled securely and shared only as required to fulfil your booking. AirportHub (as a trading name of Just Auto Traders Ltd is registered with the Information Commissioner's Office (ICO) and processes Personal Data in accordance with UK GDPR and the Data Protection Act 2018. The Privacy Policy may be updated and will be published on the Platform.

13. MISCELLANEOUS

These Terms form the entire agreement between you and AirportHub. Notices will be sent to the email address you provided. These Terms are governed by English law. You agree to the exclusive jurisdiction of the English courts.

14. COMPANY INFORMATION

AirportHub is a trading name of Just Auto Traders Ltd. Registered in England & Wales. Company Number: 08898202 Registered Office: 135 Northumberland Crescent Feltham tw149sr London ICO Registration Number: ZC193471 Contact: support@airporthub.co.uk