

Airport Parking Services - Terms & Conditions

We're dedicated to making your airport experience as easy as possible. That's why it's important to us that you understand what you're booking before you commit. We've set out everything you need to know below, so there are no nasty surprises. These terms and conditions are governed by English law and apply from when we provide you with a booking reference, either by phone, email or on the website. You and we both agree to submit to the non-exclusive jurisdiction of the English courts. When we talk about 'we', 'us', etc, we mean Airport Parking Services from Crown Security Services Ltd.

A .pdf copy of these terms and conditions is available to download by clicking [here](#). You will require a .pdf reader such as Acrobat Reader. Adobe Reader is a free program and can be downloaded from [here](#).

What we can do:

- A) We will take reasonable care of your vehicle for the period you have booked and paid for, starting from when you give us the keys to your vehicle.
- B) We will only be responsible where we are at fault, or where we are negligent; we are not responsible for the acts of third parties.
- C) We can move vehicles to our parking facility.
- D) If you park for longer than the period you have booked for, we will charge you an additional daily price that applies at the time.
- E) We will consider your vehicle to have been abandoned if you do not claim it at the end of your booked period. After three months we may make arrangements for the disposal of your vehicle and will serve notice on you to this effect in accordance with the requirements of the Torts (Interference with Goods) Act 1977. We will use the proceeds of sale to cover our costs.
- F) Customer's vehicles are insured whilst being driven by a member of our staff our car park or on the public highway.
- G) We will accept legal responsibility for death or personal injury if it is caused by our or our employee's negligence.
- H) We will accept legal responsibility for damage to the paintwork or bodywork of your vehicle if you can prove that it was caused by us. You will not have to prove this if you have a vehicle inspection report prepared and the damage is not recorded on it. You agree to us carrying out repairs to the vehicle if we believe the damage has been caused during the parking period.

We are not responsible for the following:

- A) Matters that are covered by your car, holiday or any other more specific insurance. You must look to that for protection in the first instance.
- B) Events outside our control or events you have not arranged insurance cover for nor have insurance excesses for.
- C) This is an open air car park, Airport Parking Services will not accept liability for the consequences of the weather or for any alleged damage that was not seen or reported and due to the weather or light conditions or where the exterior of the vehicle was dirty. Airport Parking Services will not accept responsibility for damaged windscreens or other glass, unless such damage is proved to be as a result of our proven act or negligence.
- D) Mechanical failures, terrorism, catastrophe or criminal activity, unless caused by our deliberate actions or negligence.
- E) Airport Parking Services is not liable for the mechanical or electrical failure of

vehicles in its car parks, which includes (but not limited to) batteries, key fobs, alarms and immobilisers, or for any damage to wheels, or tyres (including punctures), unless such damage is proved to be as a result of our proven act or negligence.

F) Any deterioration in the vehicle's condition while it is at facility.

G) Property left unattended on our site, in courtesy vehicles and trailers, or in your vehicle.

H) Any losses caused by you not leaving enough time for transfers to the airport.

I) Delays in collecting your vehicle caused by you losing the receipts or not having some other proper authority.

J) Damage claims you make after leaving the site, unless you can prove that the damage occurred as a result of our fault or negligence.

K) Any consequential (indirect) losses.

L) If you miss your flight due to unexpected delays or your failure to allow enough time.

M) Airport Parking Services does not accept any responsibility or liability for delays to its services as a result of circumstances beyond its control including (but not limited to) traffic congestion, road accidents, flight delays, security alerts, and severe weather conditions.

What you must do:

A) Arrive in plenty of time, follow signs and meet where and when as directed by us, and not cause an obstruction.

B) Let us know if you have a disability and need help.

C) Leave your vehicle keys with us so that we can move your vehicle.

D) Tell us about any vehicle immobiliser, automatic security feature or modification for a disability.

E) Remove all your belongings especially valuables from the vehicle.

F) Keep your luggage with you at all times.

G) Hand the vehicle over to us in a roadworthy, safe and legal condition with full insurance.

H) Please follow the driver's instructions.

I) Produce a receipt or some other proper authority when you come to collect the vehicle. We can refuse to hand over the vehicle if you cannot prove that you own it.

J) Pay any parking charge due if you park longer than agreed. We can refuse to hand over the vehicle if you do not pay these charges.

K) Check your vehicle carefully before leaving it with us or taking it away again.

L) Fill in a customer service report for any claim before you leave the site with your vehicle.

M) You must allow sufficient time to transfer from the meeting point and complete airport departure procedures.

N) Your car must be handed over in a roadworthy condition with a valid MOT and correctly displaying a tax disc. If the driver believes that your car is either unsafe or not road legal then they may refuse to drive your car. No refund will be made in these circumstances.

O) You must check the driver's seat and the mirror positions (which may have been moved) when you reclaim the vehicle.

P) You shall indemnify the Company and its staff for any loss, damage, actions and claims arising from breach of your Obligations.

Booking Confirmation:

A) We confirm bookings made by email or on our website by issuing a booking reference.

B) We confirm bookings made by phone by the operator giving you a booking reference.

Pricing & Payments:

A) The price will be in pounds sterling including VAT. It will be the price confirmed at the time of making your booking no matter what prices we may quote elsewhere or in any promotional offer.

B) You can pay for the parking period using an approved payment card when you make the booking. There are no additional fees for debit or credit cards.

C) If there are any extra charges due, you must pay these in full before you leave the airport.

Cancellation or amendments:

A) If you need to cancel or amend a general booking, you can do so by contacting us on 0121 306 0121. Alternatively you can email us by [Clicking here](#).

B) You may write to us Airport Parking Services, Crown Security Services, 9 Cranford Way, Birmingham, B66 2RU.

C) You may cancel a booking for any reason, including not accepting these conditions, up to 36 hours before the parking period begins and you will receive a full refund.

D) If you cancel after the time above or do not turn up, we will charge you the full parking fee for the whole parking period.

E) Under the Consumer Protection (Distance Selling) Regulations, you have 14 days to cancel your booking, starting from the day after we confirm it, depending on the type of service you have booked.

For full terms and conditions please visit: [Airport Parking Services](#).

Definitions:

A) 'We' – Crown Security Services Limited trading as Airport Parking Services.

B) 'You' – the customer whose name appears on the booking confirmation whether or not that person made the booking or is the vehicle owner.

C) 'Vehicle' – the vehicle details of which appear on the booking confirmation.

D) 'Car park/facility' - the parking facility we use in connection with the parking.

E) 'Parking Period' – the parking period inclusive of the dates shown on the booking confirmation.

F) "Meet and Greet" – the drive-up and drop-off parking service.