

Our Terms and conditions.

Ian's Taxis (hereinafter referred to as "us", "we" or "the company", only accept bookings from customers (hereinafter referred to as "passenger(s)" or "you" under the following terms and conditions.

1. To enable us to meet your requirements, we require at least 48 hours notice for on line bookings, all other requests please call us to check availability. An enquiry does not constitute a booking until confirmed by the company.
2. The Company does not accept liabilities for any delays caused by circumstances beyond our control, i.e. those caused by accidents, breakdowns, diversions or the weather.
3. Passengers must take responsibility for their own property. The Company accepts no responsibility for any loss or damage to any property or luggage carried in the vehicle however such loss or damage is caused.
4. Any damage caused to the interior/exterior of any of our vehicles by the passenger(s) will be charged accordingly.
5. We reserve the right to refuse any passenger(s) our services due to the passenger(s) having excess luggage which would result in the vehicle being unsafe on the road.
6. Passenger(s) are responsible to load and unload their belongings and we will not accept liability for loss or damage to the luggage. Our drivers are very helpful and are able to assist on request at your own risk.
7. If you have a problem and/or complaint it is essential that you inform the driver immediately. If you wish to make a formal complaint, please notify our office in writing no later than 5 working days after your planned journey.
8. Smoking in the vehicle is not permitted and against the law in the UK.
9. Passengers are welcome to eat, drink and be merry in our vehicles, but should respect the cleanliness of the vehicle for the comfort of future passengers. Should the vehicle require valeting due to the negligence or illness of any passenger(s) a minimum charge of £100 will be incurred. This amount is to compensate for the subsequent loss of earnings and the cost of cleaning.
10. The Company reserves the right to decline any bookings and to request any passenger(s) to leave the vehicle if it is deemed his/her conduct is incompatible with the safety of the driver / other passengers. Refunds will not be issued in these circumstances.
11. We require a mobile number for the passenger(s) we pick-up as this is our way of establishing contact with the passenger(s).
12. For airport pick ups we strongly recommend that passenger(s) contact the office immediately after landing, so we can confirm the dispatch of your booked vehicle. Where the pick-up is not paid in advance we reserve the right to not dispatch the driver until such contact is established.
13. To comply with insurance and licensing regulations please note that private hire vehicles must be booked in advance. Hackney carriages can be hailed in the street or picked up on a taxi rank, however, all our vehicles, whether Hackney or private hire will only be used for hire or reward if pre-booked by phone, writing or confirmed e-mail.
14. Cancellation Policy: We reserve the right to cancel any booking and return any payments made in full, however we would only do this in exceptional circumstances, and only after exhausting all alternatives. If you wish to cancel please give as much notice as possible. Bookings cancelled with less than 2 weeks notice will incur a fee of 50% of the fare. Bookings cancelled with less than a weeks notice will incur a fee of 100% of the fare.
15. Vehicle substitution: We will always endeavour to provide the class and type of vehicle booked, however, if operational forces dictate, we reserve the right to substitute your vehicle with any other vehicle of our choosing.
16. Without prior notice The Company reserves the right to amend, change, delete or add to these terms and conditions whenever it deems it necessary.