

Terms and conditions

CabBookers.com provides Cab and Taxi booking services across London and the UK. We endeavour to satisfy all clients through our commitment to total customer satisfaction. Before booking a journey with us you are requested to read and accept our "Terms and Conditions" below.

Definitions

"Customer" means you.

The person who accepts a quote or offer given by the Service Provider for the sale of Services or whose order for the Services is accepted by the Service Provider;

"Service Provider" means CabBookers.com or any provider of the Minicab/Taxi service who provides the service on behalf of CabBookers.com.

"The Booking" means the contract for the provision of ground transfer services under the conditions stated in this document.

Any reference in these Conditions to a statute or a provision of a statute shall be construed as a reference to that statute or provision as amended, re-enacted or extended at the relevant time.

Conditions

- CabBookers.com ensures all bookings are placed immediately and provide instant information about the success or failure of the booking.
- CabBookers.com shall not be held liable for any damage or loss caused by the customer's negligence.
- CabBookers.com shall not be liable for any loss and/or damage arising directly or indirectly from breakdown, accident, adverse weather or traffic conditions or any act or omission on the part of the Customer.
- Insurance and loss protection shall not be a responsibility of the CabBookers.com. Should insurance be required, the matter needs to be discussed or arranged with CabBookers.com in advance.
- If there are any changes in the journey including redirection or extra pick up or drop offs other than what was agreed at the time of booking, the Customer will be charged extras in accordance with the Service Provider's pricing structure.
- We do not send you unsolicited emails nor pass your email to any third party company.
- All enquiries with regards to the existing bookings must be made with the CabBookers.com in sufficient time.
- We reserve the right to cancel a booking or refuse the provision of our service at any time.
- When service is provided by one of our suppliers we reserve the right to change the supplier at any time if necessary and use the service of an alternative supplier.
- We reserve the right to refuse to carry any passenger who is thought to be under the influence of alcohol or drugs and whose behaviour poses a threat either to the driver, the vehicle or any other passenger(s).
- CabBookers.com shall not be held liable for delays beyond their control such as high traffic, poor road conditions,
- CabBookers.com does not have any insurance to cover the carried goods against loss or damage. CabBookers.com is not liable for any such loss or damage.
- The Minicab / Taxi driver will take the most appropriate route on the day, unless instructed otherwise by the Customer at the time of booking.
- CabBookers.com reserves the right to refuse to take a booking and provide its service to any customer if the company find it necessary to do so to protect the interest of Customer, Service Provider or CabBookers.com.
- Nothing contained in these terms and conditions can affect the Customer's statutory rights.

Refund Policy

In the event that a customer feels that he/she is entitled to a refund, a claim can be made to CabBookers.com for such refund. CabBookers.com will in such cases investigate the claim in liaison with the service provider in order to determine the customer entitlement to a refund. CabBookers.com full contact details are provided in the contact page of its website.

<http://cabbookers.com/contact.asp>