



## Terms & Conditions

### 1. Bookings

1.1. It is the responsibility of the person booking to ensure that the details of the trip are correct and accurate by providing, but not limited to; requesting a vehicle suitable for access and any luggage requirements, a valid postcode/address, correct date and time for the journeys to take place, correct customer name, correct contact information. If the trip details are incorrect; date, time, customer name, email address, telephone number etc. provided cause disruption or cancellation to service on the day of travel, you may incur additional charges. (see 1.4 Agreed Rates, & 2-2.4 Cancellation Policy).

1.2. In the event you need to amend or correct a booking you must contact with as much notice as possible via email to [info@liverpoolconnect.uk](mailto:info@liverpoolconnect.uk).

If there is a price increase caused by any change you request to the services that you have booked, you will be required to pay the difference in the price between the services originally booked by you, and the price of the new services you have requested with the agreed rate charge of **£5.00 for first mile/collection £2.65 per mile thereafter & 50p per minute wait time (see 1.4)** If there is a price decrease caused by any change you request to the services that you have booked, you will be refunded the difference in the price between the services originally booked by you, and the price of the new services you have requested. This charge will be applied to your original payment method.

1.3 Charges are made in accordance with rates agreed by both parties unless otherwise agreed in advance with confirmation of acceptance for both parties via email. Any queries on mileage and rates for prebooked work will need to be put in writing via email to [info@liverpoolconnect.co.uk](mailto:info@liverpoolconnect.co.uk).

### 1.4 Agreed rates:

£5.00 collection fee\*

£2.65 per mile thereafter

50p per minute wait charge\*\*

Additional fees such as airport drop-off fee, tunnel fares etc. are chargeable without interest.

\*Collection fee is the charge for first mile/minimum charge upon passenger entering the car

\*\*Wait charge can be activated 3 minutes after an agreed pickup time.

Every effort will be made to ensure the booking is concluded to the mutual satisfaction of all parties, consisting of the customer, the driver and the operator. Where the wait time exceeds what would be 'reasonable'\* the driver reserves the right to cancel the booking. This must be done so in agreement with the operator.

\*Definition of 'reasonable' would be determined as:

1.4.a. "Standard booking" – Pre-booked, pick-up & drop off (charged on mileage) would allow up to 5 minutes after collection time.

1.4.b. "Wait & return" / pre-arranged return collection – Where a pre-arranged collection point and time have been established, it would be deemed reasonable to allow for delays or interference where practicable for the customer and user. This will be assessed on a case by case basis, however there may be instances where it is no longer viable for driver and/or customer to continue with the agreement, and cancellation will be enforced (see 2.3: change of essential transfer conditions).

Liverpool Connect LTD

[www.liverpoolconnect.co.uk](http://www.liverpoolconnect.co.uk)

Tel: (+44) 151 2050555

WhatsApp: (+44) 7595820780

Instagram: @Liverpool\_Connect

Twitter: @LPoolConnect

Liverpool Connect LTD, c/o DoES Liverpool, The Tapestry, 68 – 76 Kempston Street, Liverpool, L3 8HL



1.5 As a Private Hire Operator with Liverpool City Council (PHO00050, License ID 13982) Liverpool Connect LTD reserve the right to use third party drivers & companies to ensure the fulfilment of any bookings. By agreeing to our terms, you give consent for Liverpool Connect to share booking information including pickup times, customer name & contact information to drivers specifically for its intended purpose of ensuring fulfilment of bookings.

## 2. Cancellation of Pre-Booked Car Transfer

*At Liverpool Connect, we understand that things don't always go to plan when travelling. As such, we will always endeavour to accommodate any itinerary changes that are deemed reasonably practicable by the operator and driver.*

2.1 The user may cancel a transfer booked via agreed means, by sending an e-mail to our service support email [info@liverpoolconnect.co.uk](mailto:info@liverpoolconnect.co.uk) if cancellation is 24 hours or more prior to commencement of journey.

2.2 For last minute cancellations (within 24 hours of commencement of journey) a call to the Helpdesk number of 0151 205 0555 will be required.

2.3 Any change of the essential transfer conditions (such as, but not limited to; the pick-up time, route, required vehicle type or class) must be communicated to Liverpool Connect as soon as possible. If Liverpool Connect are notified a minimum of 48 hours prior to commencement of travel, there will be no charge for the cancellation of service.

Cancellation within 24-48 hours for any transfer will be charged at 50% of the agreed rate.

Cancellation within 24 hours for any transfer will be charged at the full agreed rate.

A change with 24 hours by the user of the agreed transfer conditions (such as, but not limited to; the pick-up time, route, required vehicle type or class) may equate to the cancellation of the transfer initiated by the user. If these changes deem the transfer unable to be completed, Liverpool Connect LTD reserve the right to refuse to perform the transfer in accordance with the changed conditions. Full payment of the transfer, the essential terms of which have been changed by the user, is carried out in accordance the above cancellation policy.

2.4 Liverpool Connect do not accept any liability for cancellations deemed force-majeure.

## 3. Payment Terms

3.1 For Corporate/B2B billing, all payments must be made no later than 30 days upon receipt of invoice.

### 3.2 Payment Details

Lloyds Banking Group

Liverpool Connect LTD

Sort: 30-90-89

Account: 65811763

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## 4. Customer Service Policy & Complaints Procedure

4.1 As part of our process to ensure we adhere to the required standards of customer service, we have a comprehensive customer complaint procedure.

Any complaints or issues raised whereby it is felt that our service has not met the agreed level of customer requirements in line with the terms of the service are fully investigated by a member of the management team and/or Managing Director where required. As such, our stages of response to a problem being reported may include the enactment of formal process:

- Assigning an investigating manager.
- Consulting with the complainant and parties to obtain any necessary facts and information pertaining to said incident.
- Producing recommendations/actions and parties to the incident.
- Producing recommendations/actions to resolve the issue to the Managing Director.
- Analysing the findings from the investigation and report to the customer any necessary information and/or outcome.
- Implementing corrective measures and/or procedures to prevent recurrence.

We use the above stages to deliver our commitment to quality management and help in the reduction of failures in meeting customer requirements.

### 4.2 General Customer Complaints

General customer complaints should be reported to [info@liverpoolconnect.co.uk](mailto:info@liverpoolconnect.co.uk) and will be investigated by our management team via the above process.

### 4.3 Contract Complaints

It is always our priority to build relationships with our customers which will include regular meetings/correspondence in accordance with your needs. If however, it is felt that a formal complaint needs to be submitted for review, it should be sent to [info@liverpoolconnect.co.uk](mailto:info@liverpoolconnect.co.uk) with the email subject header including the words "formal complaint". We will always endeavour to resolve the situation immediately to the satisfaction of the customer in consultation with the our management team, and report the outcome to the Managing Director.

A member of the management team will undertake an investigation in order to establish exactly what has occurred, the nature of the issue and how/if it relates to misunderstanding regarding the specification & delivery of a the journey, a drivers failure to perform to a satisfactory standard of courtesy and/or behaviour, cleanliness, safety etc.

A member of the management team will communicate any outcome to the customer within due course, to notify of completion & to ensure that any corrective action and/or learnings from the situation are implemented, and revise any procedure and our training issue to ensure that this problem is prevented from re-occurring in accordance with the above stages. We are committed to continuous improvement in our customer service.

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#### 4.4 Contact Information & Escalation

Telephone Number: (+44)151 205 0555

Email: [info@liverpoolconnect.co.uk](mailto:info@liverpoolconnect.co.uk)

Escalation Contact: Peter Martin – Operations Director

Telephone Number: (+44)7595820780

Email: [Peter@liverpoolconnect.co.uk](mailto:Peter@liverpoolconnect.co.uk)

Tom Garriock – Managing Director

Email: [Tom@liverpoolconnect.co.uk](mailto:Tom@liverpoolconnect.co.uk)

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