

Terms & Conditions

These terms and conditions apply to both verbal and written contracts equally. The hirer accepts responsibility for the decisions and actions for all passengers carried. The hirer also accepts that they are responsible for any additional costs whether or not they actually travel with the party.

1. Payment will be made in advance by credit/debit card or cheque (cheque must be received 10 days prior to departure) or cash on the outward journey secured by credit card. Where the booking is a pickup from airport only, the booking must be paid for in advance by credit card. After the booking has been agreed and confirmed any alteration or change will be liable to a minimum administration charge of £20 subject to acceptance. Minimum credit/debit card charge £10. All cards will be charged a 5% handling charge

2. Bookings may be cancelled more than 48 hours before departure. Bookings cancelled within 48 hours of departure will be subject to a charge of 60% of the total cost. Where a booking exceeds 24 hours duration or where there are more than 16 passengers, a 24 hour cooling off period is allowed after which the booking is firm and irrevocable. Cancellations are only accepted by email or text. Cancellations are NOT accepted by 'phone or voicemail.

3. We agree to supply a vehicle(s) to transport the booked number of passengers for the agreed journey using vehicles(s) operated by ourselves or our approved sub contractors. No refund will be given if the actual number of passengers falls below the number booked. The hirer cannot assume the use of the vehicle between outward and return journeys, nor that it will remain at the destination for the hirer's use unless this use had been previously agreed and paid for. The maximum number of available seats is indicated on the vehicle(s) and must not be exceeded. Where a vehicle is supplied with more than eight passenger seats that vehicle is supplied by Marathon Taxis solely as agents for the appropriate PCV holder. The holder's terms and conditions will also apply to the relevant booking.

4. For airport pickups it is essential that you contact our office from the baggage hall and follow correct procedure as specified on our website at www.marthontaxis.co.uk. A copy of these procedures may also be obtained from our office. Failure to follow the correct procedure may result in unnecessary delays.

5. You should arrive at departure and return points at least 10 minutes before the agreed departure time. Vehicles will depart at the very latest 15 minutes after the agreed departure time.

6. When a vehicle is delayed at its starting point waiting time may be charged.

7. Unless that has been prior agreement the route followed and the stopping points (if any) will be decided by the driver. You may not board or leave any service except at the prior agreed points. Similarly changes to agreed times can only be made with prior agreement with our office.

8. Bookings will not be accepted for Christmas Day, Boxing Day or New Years' Day.
9. Although we operate a 24 hour service bookings will only be accepted between the hours of 9am and 9pm.
10. We are happy to carry disabled passengers and offer assistance as far as we are able. Wherever possible disabled passengers should be accompanied by an able bodied passenger. If assistance is required please ensure that you book at least seven days in advance. Folding wheelchairs will be carried but not battery operated chairs.
11. Animals are not carried on board our vehicles with the exception of guide dogs accompanying a registered blind person or hearing dogs accompanying deaf persons.
12. The consumption of alcohol and food on our vehicles is prohibited.
13. Smoking and the use of banned substances on our vehicles is strictly prohibited. The display of bills, posters or notices is forbidden without the consent of the operator.
14. The client shall be responsible for the behaviour of all passengers on our vehicles. Damage to or soiling of our vehicles will be subject to a minimum charge of £75.
15. Clients exceeding the bounds of acceptable behaviour will be required to leave the vehicle.
16. In the event of property being lost every effort should be made to locate it. If property is found on our vehicles we will notify the client and hold the item at our offices for collection for a period of one month. Alternatively items can be sent to the client on the payment of the appropriate carriage costs.
17. The company may give advice on journey times in good faith, but does not guarantee the completion of a journey at a specific time We shall have no liability for any delay or failure to carry you, or for breach of contract, where caused by a breakdown or circumstance beyond our reasonable control.
- 18.** The hours of operation of the driver are regulated by the law and the hirer accepts responsibility for ensuring that the hire keeps to the hours and times agreed with the company. Neither the hirer nor any passenger shall delay or otherwise interrupt the journey in such a way that the driver is at risk of breaching regulations relating to drivers hours and duty time. If such a breach occurs then the hirer will be responsible for any additional costs incurred.

19. All hirers and individual passengers are urged to obtain insurance for those items where, save for negligence, the company's liability is limited (delay, loss of luggage etc).

20. Quotations are given based on current operating costs and are valid for 28 days. After that period we reserve the right to requote if the prevailing conditions deem it to be necessary.

21. If you have any problem or complaint concerning your booking it would be appreciated if you would contact us within 24 hours or failing that as soon as possible, so that the problem can be resolved. However notification of any problem or complaint must reach us within 14 days for us to be able to deal with the matter.

22. Our maximum liability to you for any reasonable and foreseeable loss, damage or liability which you may suffer or incur as a result of our failure to carry you, our delay in carrying you, breach of our contract to carry you, our negligence in connection with carrying you, or the deliberate or negligent acts or omissions of any of our officers, employees, agents, representatives or sub-contractors shall be limited to an aggregate of £1000.

23. We do not exclude or limit our liability for death or personal injury resulting from our negligence, nor where you deal as a consumer exclude your statutory rights.

Orders are accepted on the basis that English Law will be the basis of any dispute between the parties involved.