Terms and Conditions

Effective from October 2026

Booking with Airport Transfers Coventry

Airport Transfers Coventry is a trading name of Hampton Travel Ltd, a company registered in England and Wales (company number 15717862), registered office 29 Medina Road, Coventry CV6 5JB. Hampton Travel Ltd is a private hire operator licensed by Coventry City Council.

These terms apply to bookings made by consumers through airporttransferscoventry.co.uk, by phone on 0800 061 4661 or by email at info@hamptontravel.co.uk. Before you pay, we give you your journey details, total price and these terms. Your booking is confirmed when we receive full payment, or a deposit where we offer one (see Payment), and we confirm it in writing. If we cannot accept your booking after receiving payment, we will refund you in full. We may update these terms from time to time; the version in force when you book is the one that applies to your booking.

Who carries out your journey

Your contract is with Hampton Travel Ltd, which acts as principal and remains responsible to you for carrying out your booking, including where we engage another operator.

Journeys are carried out using appropriately licensed private hire vehicles, drivers and operators.

Age

You must be 18 or over to make a booking. Bookings for anyone under 18 must be made and paid for by an accompanying adult.

Payment

- You can pay by bank transfer or by card, using the secure payment link we send you once you are happy with the price.
- Cards must be in the name of the person making the booking.
- For bookings costing more than £150 made more than 7 days before pickup, you can pay a 50% deposit to secure your booking. Bookings made within 7 days of pickup need full payment.
- The balance is due 3 days before your journey. We remind you before it is due and send a final reminder when it is due. You can pay it earlier at any time.
- We confirm your driver once full payment has been received. Your deposit secures your booking, and we remain committed to providing your journey on these terms.
- If the balance has not been paid, we cannot confirm a driver for your journey. If you no longer need the journey, please cancel it (see Cancellations). If the balance is still unpaid at the pickup time and you have not cancelled, the journey is treated as a no-show.

- We send you a booking confirmation and a receipt.
- Hampton Travel Ltd is not VAT-registered. No VAT is charged and none can be reclaimed.

Your price

We give you a personal quote before you book. Your confirmed total includes all compulsory charges for the agreed journey, including any airport or port drop-off charges, tolls, bridge and ferry charges. We never charge waiting fees.

Your price changes only if you ask for, and agree, a change to the journey. We will explain any new total before you accept the change. A diversion to another airport or port, or a different travel date, may need a new quote, which you are free to decline; a cancellation is then handled under our cancellation policy.

Luggage and vehicle size

As a guide, luggage space depends on the vehicle:

- Saloon: up to 4 passengers, 2 large suitcases and 2 pieces of hand luggage
- Estate: up to 4 passengers, 4 medium suitcases and 4 pieces of hand luggage
- MPV: up to 6 passengers, 4 large suitcases and 4 pieces of hand luggage
- 8-seater: up to 8 passengers, 8 large suitcases and 8 pieces of hand luggage

These capacities are a guide and depend on case sizes and the vehicle. We confirm the vehicle is suitable for the passengers and luggage you tell us about before you book. If you later change those requirements, any larger vehicle is subject to availability and to you agreeing its price. If we chose an unsuitable vehicle despite accurate information from you, we will put it right at no extra cost, or refund the affected journey if we cannot.

Delays and waiting

We never charge waiting fees. For airport pickups, please give us your flight number. We and your driver monitor your flight and adjust your collection for its actual arrival, whether you land early or late. Please contact us when you reach arrivals or if you are delayed. For cruise and ferry pickups we need the ship name or sailing; we follow its arrival and agree the pickup time with you. If you are held up, please contact us as soon as you can; we keep in touch by phone, text, WhatsApp or email and will make reasonable attempts to reach you. If, despite reasonable attempts to contact you, we have neither reached you nor heard from you, we may treat the journey as a no-show once 90 minutes have passed after your flight actually lands, or 30 minutes after the confirmed pickup time for other collections. We extend that period reasonably for known arrival, baggage, immigration or disembarkation delays, and honour any new pickup time agreed with you. A no-show is treated as a cancellation less than 12 hours before pickup.

Children

Every passenger, including every child, must be included in the booking and has their own seat. Tell us children's ages and any child-seat needs before booking, and we will confirm the right arrangements for the vehicle and the law. A child seat is included only when we confirm it in writing. You may bring your own suitable seat; please check with us first that it fits.

Cancellations

- Cancelled 12 hours or more before the confirmed pickup time: full refund of the amount paid for that journey.
- Cancelled less than 12 hours before pickup: a 50% cancellation charge, and we refund the rest of what you paid for that journey.
- No-show (see Delays and waiting): treated as a cancellation less than 12 hours before pickup.
- Booked the wrong day or time? Tell us as soon as you can and we will try to change the booking. If it has to be cancelled, these same cancellation rules apply.
- For a return booking, these rules apply to each journey separately.

You can cancel by phone or email using the details below. Notice counts from when your cancellation reaches us. Refunds are normally made to the original payment method within 14 days. Passenger transport bookings do not carry the 14-day cooling-off right that applies to many online purchases. These cancellation rules are our own policy and do not affect your other legal rights.

Changes to your booking

We provide the confirmed pickup time and a vehicle suitable for the passengers, luggage and accessibility needs we have agreed. You do not need to be ready earlier unless you agree to be.

If a delay or a change of vehicle becomes necessary, we will tell you promptly. We will not make a significant change without your agreement. If we cannot provide the agreed journey or an alternative you accept, we will refund the amount paid for that journey without any cancellation charge. This does not limit your other legal rights.

Our liability

We carry out every journey with reasonable care and skill, including when we plan your pickup time using the journey information you give us. We remain responsible for your booking where another operator carries out the journey for us.

We are not responsible for delays, missed flights, missed sailings, missed connections or other losses caused by events outside our reasonable control that could not have been avoided with reasonable care. These include severe weather, accidents we are not responsible for, unexpected road closures, exceptional traffic delays we could not reasonably have planned for, police or emergency incidents, industrial action, and disruption at airports or ports.

We are not responsible for any loss caused by incorrect information you give us, by you not being ready at the agreed pickup time, or by changes you make without telling us. Please take reasonable steps to avoid or reduce any loss.

Airlines and cruise lines set their own check-in deadlines, so please give us accurate departure and check-in times when you book. We recommend travel insurance that covers missed departures.

If we cannot provide your journey through our own fault, we will arrange alternative transport to get you there as quickly as possible or, if that is not possible or you prefer, refund the amount paid for that journey in full.

Nothing in these terms excludes or limits our liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or for any liability or consumer right that cannot lawfully be excluded or limited.

Refusing bookings

We may refuse future bookings from anyone who has abused or threatened a driver, damaged a vehicle or not paid.

Your personal data

We handle your personal data in line with UK GDPR and the Data Protection Act 2018, as set out in the privacy policy on this website. We do not sell customer data. Questions: info@hamptontravel.co.uk.

Complaints

Please send complaints in writing to info@hamptontravel.co.uk or by post to Airport Transfers Coventry, Hampton Travel Ltd, 29 Medina Road, Coventry CV6 5JB. We acknowledge complaints within 3 working days and send a full reply within 14 working days.

Law

These terms are governed by the law of England and Wales. This does not take away any mandatory protections you have as a consumer, or any right to bring proceedings in another court where the law gives you one.

Contact

Airport Transfers Coventry, a trading name of Hampton Travel Ltd. 29 Medina Road, Coventry CV6 5JB. Phone: 0800 061 4661. Email: info@hamptontravel.co.uk. Web: airporttransferscoventry.co.uk