

Airport Transfers Terms & Conditions

Pricing

Our prices are quoted per vehicle. Unless specified at time of booking are a private transfer service.

Winter Prices run from the 1st of November to the 31st of March.

Summer Prices run from the 1st of April to the 31st of October.

Our fixed prices can be found on our website <http://www.mountain-goat.co.uk/Private-Hire/Airport-Goat>

Variations:

Special offers may occur throughout the year.

The following 2017 dates have a £50 surplus: 14th & 17th of April, 1st & 29th of May, 28th of August, 25th, 26th & 31st of December.

The following 2018 dates have a £50 surplus: 1st of Jan, 30th of March, 2nd of April, 7th of May, 28th of May, 27th of August, 25th, 26th & 31st of December.

Payment

A £25.00 each way non-refundable deposit is taken to secure your booking.

Mountain Goat Ltd require full payment 14 days in advance of your journey, if payment is not received before this date, we will cancel your service without any refunds.

Booking

Enquiries taken over the phone or email. Bookings and secure payments are taken over the phone or in person at our Windermere office. No additional charge for credit cards.

Cancellations

Transfers cancelled at least 14 days prior to travel will be refunded (except the deposit). If cancelled between 14 and 2 days a 50% refund will be given. If cancelled less than 48 hours or in the case of a no show no refund will be given.

Changes

Booking arrangements can be changed up to 14 days in advance of your journey, after this a charge of £25.00 will apply for all changes. This is not including extra costs that may be associated with the new booking details. If you have booked a return service, please inform us of any changes for your return journey as soon as possible.

Passengers & Luggage

Please advise us of your final passenger numbers when booking.

Our vehicles can cater for one 20KG bag per person. We strive to provide the best service possible, for larger items such as sporting goods, we will do our best to accommodate these, please inform us at the time of booking.

Drop Off & Pickup

We will meet customers within 15 minutes from being contacted. And will wait up to 1 hour after landing. Drivers wait at the agreed meeting point. Please note this may be outside the terminal building. See full details on our Drop Off & Pickup Procedure below.

Passenger no show – After 1 hour of landing if passengers have not turned up or made contact the driver will visit the information desk in the arrivals hall and wait for 15 minutes. If the driver receives no contact after this time, they will leave the airport. In this event our services will be deemed as cancelled and cancellation terms will apply.

Delays

If your flight is delayed please contact us with your new estimated time of arrival. If your flight is delayed by over 2 hours we cannot guarantee to meet you immediately after landing, but we will meet you as soon as reasonably possible.

In the event that your inbound flight is delayed over 8 hours, cancelled or redirected to another airport, our services will be deemed as cancelled and cancellation terms will apply.

Connecting flights

If you do not make your connection the same rules apply as delays.

Liabilities

When booking your airport transfer with us please allow plenty of time for your check in (please note each airline may differ). Mountain Goat Ltd. cannot be held responsible for any conditions out of our control delaying your arrival at the airport. This includes road traffic and congestion.

Additional Charges

If you do not arrive on the flight we have details for, no refund will be given. Additional charges may be payable if we have been given the wrong flight details.

Contact Information

01534 45161

enquires@mountain-goat.com

We are open 7 days a week except Christmas Day, Boxing Day & New Year's Day.

Office hours: 1st April – 31st of October 9.30 – 17.00. 1st of November – 31st of March 9.00 – 17.00.

Other Information

We reserve the right to change the pickup procedure without notice.

Flight Monitoring

We monitor your flights for collection from the airport on mobile apps or the airport website. If your flight arrives early we cannot guarantee to be there until the original scheduled arrival time. As flight information is provided by third parties and based on the best information available to them. We cannot be responsible for its accuracy and no reliance shall be placed upon the information. It is therefore important that users check the accuracy of the information with the relevant tour operator.

Drop Off and Pickup procedure

Outward Journey

You will be picked up at your chosen address at an agreed time, please provide a contact number in case our driver needs to call you. If your driver is more than 10 minutes late please contact our Windermere Office on 015394 45161. If out of office hours please use the mobile contact given in advance.

On your arrival at the terminal your driver will brief you regarding your designated pick up point location (for the return journey).

Standard Pickup Locations

Manchester Airport - Terminal 1

You will receive a text message with the drivers name and number.

Once you have cleared customs please contact the driver via phone call or message.

Once you have come through Customs at T1, to get to your pick up point. Turn right, walking past Boots on your left, and head to the lift to get to Level 5 (departures), go past Greggs on your right and you reach the 3 lifts, once through the doors. On arriving at Level 5 (departures) make your way to the drop off area, where you will find our driver.

Manchester Airport – Terminal 2

You will receive a text message with the drivers name and number.

Once you have cleared customs please contact the driver via phone call or message.

Once you have come through Customs at T2, please make your way upstairs (via the lift) to departures (Level 5). Please make your way outside to the undercover area, turn left and make your way to the far end of undercover area, where you will find our driver.

Manchester Airport - Terminal 3

You will receive a text message with the drivers name and number.

Once you have cleared customs please contact the driver via phone call or message.

Once you have come through Customs at T3, turn right outside Travelex, and walk past WH Smiths on your right as you walk towards the end of corridor exit. Exit the terminal building and wait safely for our driver to pull up in the drop off/collection area, this is located on the right.

Liverpool Airport

You will receive a text message with the drivers name and number.

Once you have cleared customs please contact the driver via phone call or message.

Once you have come through Customs, leave the terminal building to get to your pick up point, the 'Express Drop off & Pick up Zone', which is located in front of the main terminal building.