

BOOKING, CANCELLATION & WAITING TIME

Booking

All journeys with Knyazeva Ltd are provided on a pre-booked basis.

Customers can submit a booking request through our website or contact us directly. A booking is only confirmed once Knyazeva Ltd has accepted the request and the journey details and fare have been agreed.

Submitting a booking request does not, by itself, constitute confirmation of a journey.

The customer is responsible for providing accurate booking information, including the collection address, destination, date, time and, where applicable, flight details.

Cancellation

We understand that plans can change.

Cancellations made more than 24 hours before the agreed collection time can be made without a cancellation charge.

For cancellations made within 24 hours of the agreed collection time, a cancellation charge of 25% of the agreed fare will apply.

If a passenger does not arrive at the agreed collection point and no cancellation has been received, the booking may be treated as a no-show. Any applicable no-show charge will be communicated as part of the booking terms.

If Knyazeva Ltd cancels a confirmed booking, the customer will not be charged for the cancelled journey.

Waiting Time

Home, Hotel & Office Pick-Ups

For collections from a home, hotel or office, the first 10 minutes of waiting time is complimentary from the agreed collection time.

After the complimentary waiting period, additional waiting time is charged at £40 per hour.

Airport Arrivals

For airport collections, 45 minutes of complimentary waiting time is provided from the actual aircraft landing time, where flight details have been provided.

After the complimentary airport waiting period, additional waiting time is charged at £40 per hour.

Where the passenger has not arrived at the agreed meeting point, the driver will make reasonable efforts to contact the passenger using the contact details provided with the booking.

Fares & VAT

The fare for each journey will be agreed with the customer before the booking is confirmed.

Knyazeva Ltd is VAT registered. Where applicable, VAT will be included in the fare quoted to the customer.

The applicable fare and any relevant charges will be confirmed as part of the booking process.

No-Show

A booking may be treated as a no-show where the passenger does not attend the agreed collection point and cannot be contacted within a reasonable period following the included waiting time.

Where a booking is treated as a no-show, any applicable charge will be dealt with in accordance with the agreed booking terms.

KNYAZEVA LTD
Executive Chauffeur & Private Hire
Professional • Discreet • Reliable
VAT Registered