

Account acceptance form for personal accounts

Please fill out this form using block capitals inside the boxes.

Personal details

| | | | |
|---|----------------------------|------------------------------|-----------------------------------|
| First name | Surname | | |
| Address | | | |
| | Postcode | | |
| Telephone no. | Fax no. | | |
| Account contact | Telephone no. | | |
| e-mail address | | | |
| Preferred method of payment (please tick) | <input type="radio"/> BACs | <input type="radio"/> Cheque | <input type="radio"/> Credit Card |

Credit card details

All major credit and debit cards accepted including VISA, Mastercard, American Express and Maestro.

| | | | |
|----------------------------|--------------------|---------------------------|-------------------------|
| Name of credit card holder | | | |
| Type of credit card | Credit card number | | |
| Start date | Expiry date | Issue no. (if applicable) | SEC code (rear of card) |

Authorised signatory

I agree to the terms and conditions as proposed by Comfort Executive.

| | |
|-----------|------|
| Signature | Date |
|-----------|------|

What to do next?

Fax, post or e-Mail your application form (with authorised signatory) back to us and you will receive confirmation of your new account within 24 hours

Comfort Executive & Comfort Cars are trading names of Flightlink International Limited

Cannon Workshops Cannon Drive London E14 4AS

Tel +44 (0)20 7537 4777 Fax +44 (0)20 7987 2117 e-mail admin@cityfleet.co.uk

Terms and conditions

Comfort Executive & Comfort Cars are trading names of Flightlink International Limited.

Flightlink International Ltd acts as an agent on behalf of the driver / chauffeurs.

In order to commence using your account with us, please complete the Account Acceptance form accepting our Terms and Conditions as set out below. An account number will be assigned to you.

When making a booking, please quote your account number together with your own cost code (if applicable).

The Terms and Conditions and may be reviewed from time to time.

This copy of our current "T & C" is issued to customers on opening an account with us and governs our general terms of business. Revised "T & C" will be circulated to account holders.

1. The contract is a contract of supply. By placing a booking with Flightlink International Limited for services, the client is presumed to have agreed to these terms and conditions.
2. Requests for service should preferably be made in advance.
3. Customers should request a cancellation reference number when cancelling any pre-booking.
4. Flightlink International Ltd cannot be held responsible for any delays caused due to traffic congestion, weather conditions, roadwork or incidents on roads or vehicle mechanical failure.
5. Unless instructed otherwise by the customer, the Chauffeur will travel by the route considered most appropriate on the day.
6. All vehicles are fully insured and covered under a comprehensive Hire & Reward Insurance policy, as required under British law. However whilst every care is always taken, customers' property is carried entirely at their own risk and no responsibility can be accepted for loss or damage. Customers are therefore advised to check their own travel insurance.
7. The Company limits its liability to £100.00 in the event of any consequential losses arising.
8. The Company reserves the right (and delegates to its Chauffeurs the right) to refuse to carry any person who is thought to be under the influence of alcohol or drugs and / or whose behaviour is considered to pose a threat to the Chauffeur, the vehicle or the passenger(s).
9. A reasonable amount of ordinary passenger luggage is allowed, but luggage, which in the opinion of the driver amounts to an excessive weight will not be carried.
10. Upon completion of each journey a payment authorisation docket must be signed by the passenger as proof of the journey and for the approval of any journey extras.
11. To avoid being billed for a 'no-show', customers should not leave the pickup location without first communicating with Flightlink Control on +44 (0)20 7537 4777.
12. Customers will be held responsible for any damage to vehicles, fittings or equipment, through negligence, misconduct or any default of the customer or passenger(s) carried therein.
13. Additional charges apply for extra services. Extras include Airport Meet & Greet, waiting time, requests for Executive, VIP or MPV vehicles, use of mobile phone, travel on the M25 motorway, parking fees, additional stops, supply of baby seats and optional gratuity. Tariffs are available on request.
14. A **10 Minute** grace period is allowed on pick-ups other than at airports, waiting time after this time is calculated retrospectively to the original pick-up time at the applicable waiting time tariff. A **30 Minute** grace period is allowed at airports (excluding London City Airport) as part of the Meet & Greet service. Waiting time is charged after this time at the applicable rate.
15. Fares on the following public holidays are charged at double the normal rate: Christmas Eve after mid-day, Christmas Day, Boxing day, New Years Eve after mid-day and New Years Day.
16. An administration charge of 15% will be added to each invoice. The minimum administration charge will be £4.00 per invoice. **VAT is only applicable to the administration charge.**
17. Accounts are invoiced monthly and payment is strictly 30 days.
18. Account queries will only be considered if raised within our 30 days credit terms.
19. Prices will be reviewed at the end of each calendar year.
20. Flightlink International Ltd cannot be held responsible for the misuse of the account facility by the employees of the account.

A member of

COMFORT DELGRO

Comfort Executive & Comfort Cars are trading names of Flightlink International Limited

Registered in England No. 3201374 VAT No. GB 672 4394 18

Registered Office Advantage House Mitre Bridge Industrial Park Mitre Way London W10 6AU

P.C.O. Operator Licence No. 00631

