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### **How much luggage can I take?**

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Most of our vehicles are able to accommodate a sensible amount of luggage. For more information please contact [info@yorkshireairporttransfers.co.uk](mailto:info@yorkshireairporttransfers.co.uk). (Up to 4 passengers per vehicle, children and babies count as one passenger). If you are traveling with excess luggage, for example push-chairs; wheelchairs, golf clubs, skis or any other out of the ordinary items, it is imperative we are made aware as extra charges maybe applicable. Failure to do so will result in additional charges incurred by the passengers locally.

### **What if I'm traveling with a Wheelchair?**

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If you are traveling with a wheelchair please ensure you contact us prior to you booking on 0113 250 9000 or email us at [info@yorkshireairporttransfers.co.uk](mailto:info@yorkshireairporttransfers.co.uk) to ensure we can provide the appropriate vehicle.

### **What if my flight is cancelled**

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If your flight is cancelled please call our support team. By advising them of the flight cancellation and any new details of your arrival, they will be able to reschedule your transfer. Please note extra costs may apply should the new arrival time attract night rate charges or there has been an airport change.

### **My outbound flight is delayed**

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Your driver will monitor your flight arrival time and will collect you at the new

## Do infants count?

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Infants and children count as one person. Laws are different in many countries relating to the use of child seats for infants and children. We strongly recommend parents take their own child seats to ensure adequate safety.

## What does the price include?

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A one-way price will include a single journey, either from your arrival airport to your destination or from your destination to your departure airport. A return booking includes both the arrival and departure transfers. Unless stated otherwise, individual transfers will accommodate up to four passengers.

## My schedule changed prior to departure

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If your booking needs to be changed prior to departure simply contact us on 0113 250 9000 or email us at [info@yorkshireairporttransfers.co.uk](mailto:info@yorkshireairporttransfers.co.uk) and we will amend the details accordingly. You will be responsible for any increase in the transfer price if the new pickup/drop off location is further away.

## Do I need to tip the driver?

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The price paid does not include a tip. As is standard across the globe these days if you feel your driver has been friendly and courteous, then a small tip is the norm.

## What happens if I cancel my booking?

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You may cancel your booking at any time, however cancellation charges may apply. For more information please contact us on 0113 250 9000 or email us at [info@yorkshireairporttransfers.co.uk](mailto:info@yorkshireairporttransfers.co.uk)

## Insurance?

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**Yorkshire Airport Transfers** holds full public liability insurance. We do however recommend that you hold a valid insurance policy for the duration of your trip.

## Last minute bookings?

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If you require a transfer inside 48 hours please call on 0113 250 9000 or email [info@yorkshireairporttransfers.co.uk](mailto:info@yorkshireairporttransfers.co.uk) and we will do our best to accommodate

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your requirements.

### Policy on drunken/abusive behaviour

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**Yorkshire Airport Transfers** reserves 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 be abusive and could pose a threat to the driver, the vehicle or other passengers.

### What is your policy on pets?

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**Yorkshire Airport Transfers** operates a complete ban of pets in all vehicles used, with the exception of animals for the aid of the blind and visually impaired

### What is your smoking policy?

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**Yorkshire Airport Transfers** operates a complete non smoking policy in all vehicles used.