

Meet & Greet Terms and Conditions ("the M&G Conditions") for Cophall Parking Gatwick Ltd (CPG)



Cophall Parking Gatwick

Parking with a smile

The M&G Conditions only apply to customers using our Meet & Greet Service and must be read in conjunction with our Standard Terms and Conditions ('Conditions') which are available to view on our website www.cophallparking.co.uk and are hereby incorporated into these M&G Conditions.

1. Definitions

The following terms shall have the following meanings: '**booking**' a request for the Services completed and submitted by you or on your behalf; '**booking confirmation**' the confirmation issued by us of your booking which shall include a reference number, the parking period dates and the price to be paid by you; '**car park**' the car park located at the Premises; '**Meet & Greet Service**' the service by which we meet you at the Gatwick airport terminal to collect and deliver the Vehicle; '**CPG**'; '**we**'; '**us**'; '**our**' Cophall Parking Gatwick Limited (a company registered in England and Wales under number 5648696) whose registered office is at the Premises; '**parking period**' the parking period inclusive of the dates shown on the booking confirmation; '**Party**' each of you and us; '**Premises**' Cophall Farm, Effingham Road, Copthorne, West Sussex, RH10 3HZ; '**Services**' the provision of parking services by CFPL; '**Vehicle**' the vehicle details of which appear on the booking confirmation; '**Website**' www.cophallparking.co.uk; '**you**' the customer whose name appears on the booking confirmation whether or not that person made the booking or is the Vehicle owner;

2. Your responsibilities: Check-in time/'Meet' time at Gatwick Airport

2.1 On booking with us you will select the time at which you would like us to meet you at the Gatwick airport terminal you have specified in the booking. This time will be the time at which we schedule one of our chauffeurs to meet you. You are responsible for arriving at Gatwick airport in good time and we recommend at least 30 minutes before the airline's recommended check-in time to ensure you can arrive at the airport check-in desk by the airline's recommended check-in time. It is your responsibility to provide us with a suitable telephone number, ideally a mobile phone number, to be able to contact you on.

2.2 We will phone you the day before we are due to meet you to confirm and check your requirements. We will also contact you 30 minutes prior to your scheduled arrival at the airport to confirm you are still able to arrive at your scheduled time.

2.3 If you anticipate arriving at Gatwick airport at a different time or a different terminal to that which you stated in your booking and you have not subsequently advised us of this, it is your responsibility to make us aware of the change no later than twenty minutes before you arrive at Gatwick Airport, failure to do this may result in a chauffeur not being available to collect the Vehicle. We also reserve the right to make a standard charge of £10.00 for the additional journey for the chauffeur to return to the airport to meet you.

2.4 If you have not arrived at Gatwick airport at your scheduled arrival time and we have not been able to contact you via telephone, we will be able to wait for a fifteen minute period after which, due to the parking restrictions at Gatwick Airport, the chauffeur will have to return to the car park. Should this be the case and the chauffeur has returned to the car park we will endeavour to return to meet you as quickly as we can but it may take up to 30 minutes from the point at which you call us.

2.5 It is your responsibility to ensure that the Vehicle is taxed throughout the parking period, it is also your responsibility to ensure that all the tyres on the Vehicle meet legal requirements. We reserve the right to refuse to drive the Vehicle if it is in a non-roadworthy state.

3. Your responsibilities: Return time/'Greet' time at Gatwick Airport

3.1 On booking with us you will specify the time at which your return flight will land, from this information we will track the return of your flight using a live system and will be aware should your flight be delayed. On landing and clearing customs you will need to call us on the Freephone number given at the time you met with us.

3.2 On receipt of your phone call a chauffeur will leave the car park with the Vehicle and return it to you within approximately fifteen minutes.

3.3 If our chauffeur arrives at Gatwick Airport and you are not in the specified area to collect the Vehicle from the chauffeur, we will attempt to contact you via telephone to confirm your location. If you have not arrived at the specified collection area and we have not been able to contact you via telephone, we will be able to wait for a fifteen minute period after which, due to the parking restrictions at Gatwick Airport, the chauffeur will have to return to the car park. Should this be the case and the chauffeur has returned to the car park we will endeavour to return to meet you with the Vehicle as quickly as we can but it may take up to 30 minutes from the point at which you call us. We also reserve the right to make a standard charge of £10.00 for the additional journey for the chauffeur to return to the airport with the Vehicle.

3.4 You must produce the key receipt card we have provided when you reclaim the Vehicle from the chauffeur. If you lose the receipt, we will need proof of your and the Vehicle owner's identity and we may make other enquiries we think are reasonable. Failure to produce the receipt or ticket may delay your departure from Gatwick Airport.

3.5 If you realise that the key receipt card has been lost or stolen, you should let us know immediately and send us a fax or email with your name and address. This should tell us not to release the Vehicle until you return. We will also require proof of your and the Vehicle owner's identity when you collect the Vehicle as per Condition 3.4.

4. Transportation of the Vehicle to or from our secure car park

4.1 After collection from the airport the Vehicle will be driven directly to the car park. We will park the Vehicle in our main compound at the rear of reception, where it will remain for the parking period.

4.2 We will not be liable for electrical or mechanical faults which may arise with the Vehicle whilst we are driving the Vehicle from the Airport to the car park unless caused by our negligence.

4.3 We will also not be liable for any damage to glass or paintwork which is the cause of stone chips/mud/dirt to windscreens or paintwork whilst on the public highway returning to the car park, nor are we liable for punctures which may be incurred on the public highway on our journey back to the car park, unless caused by our negligence.