

YOUR RESPONSIBILITIES

- A. you the customer must call kks gatwick parking on 07826103273 when you are 20- 25 minutes away from the airport to confirm your imminent arrival
- B. must make sure your car is roadworthy, safe and legal to drive in respect to the road traffic act.
- C. must remove any objects from the vehicle which in the event of an accident may cause injury or harm to any person in the vehicle I.E. Toolboxes
- D. must inform us if you intend to arrive early on 08432898446
- E. must call upon reaching passport control on arrival back into the UK, or if significant delay or cancellation of flight occurs.
- F. must inform us within a reasonable time of any cancellation of booking.
- G. must have your receipt and passport easily available upon return to show our representative to collect your vehicle.
- H. must inspect your vehicle upon return and report any damage prior to departing the terminal and this should be reported to the representative at the time of return.
- I. must pay any overdue charges prior to release of your vehicle.
- J. we require were possible the customer to take the spare key with them.
- K. you are responsible for the information entered into the booking and release forms. Please check these details upon departure especially your meet and greet return time and flight number (as we track most flights for possible delays). Kks do not accept responsibility for any delays due to wrong information on these forms.
- L. please ensure you leave your car with enough fuel to cover a distance of roughly 30 miles. Failure to do so may result in a fuel charge of 10 maximum if we need to put fuel into it and recovery costs if needed.

OUR TERMS

- 1. by signing the release form on departure your are agreeing to kks full terms and conditions you are entering a contract between you the customer and kks gatwick parking. Allowing kks drivers to drive your car for the purpose of meet and greet / valet parking only
 - 1.2 kks do not accept liability for mechanical, structural or electrical failure of any part of your car including faulty alarms, immobilisers, batteries, broken or faulty bulbs, windscreens, wing mirrors, aerials, punctures and wheels including alloy wheels, or the interior of your vehicle howsoever caused unless proven to be by neglect or failure to exercise reasonable care and skill whilst your vehicle is in our care
 - 1.3 kks drivers are insured to drive your car and kks does not accept liability for any loss, theft or damage to your car whilst it is parked with kks meet and greet / valet parking service unless proved to be caused by the negligence, willful act or default or breach of statutory duty of kks gatwick parking employees. Your car is parked subject to the terms and conditions of your own insurance.
 - 1.4 kks gatwick parking's liability covers the vehicle while being driven between the airport and the compound once inside the compound the vehicle reverts back to the customers insurance.
 - 1.5 kks will not take legal responsibility or liability for indirect loss of earnings due to damage or loss of your vehicle or subsequent costs I.E parking permits for loan vehicle.
 - 1.6 kks will not accept any liability for damage caused by directly or indirectly force majeure, catastrophe, adverse weather I.E flooding, terrorism, war, riots and circumstances beyond our control I.E. Acts of god or road debris, or criminal activity of any description.
 - 1.7 you are responsible for the contents and possessions of your vehicle and kks will not be held liable for any loss or damage of these howsoever caused unless proven to be by neglect or failure to exercise reasonable care and skill whilst your vehicle is in our care

2.1 late returns due to the fact we realize not all holidays go as planned and accidents happen late returns are charged at our discretion at £10 per day after the expected return date, payable upon the return of your vehicle.

2.2 should vehicle keys for any reason be lost or misplaced kks will replace relevant keys. If the incident coincides with your return a taxi to get you home will be provide and paid for by kks. As a precaution kks advise that you take a spare key on holiday to save on any inconvenience. Kks will not be responsible for any keys other than keys relevant to the car and all unnecessary keys should be removed and only relevant keys should be handed over to our driver.

2.3 kks insurance maximum is 100,000, any vehicle above that is at owners own risk. This is the standard maximum within most if not all of the meet and greet services.

2.4 kks reserve the right if a vehicle is still in our possession after 30 days of the end of your booked period and no contact has been made by you or your representative (and after reasonable steps have been made by us to try to contact you) to make arrangements for the disposal of the vehicle to cover our costs.

2.5 kks will not held responsible for any minor scratches or dents which may not be possible to identify in poor light confined and weather conditions regardless of being mentioned on the receipt or not.

2.6 kks reserve the right not to release the vehicle if the identity of the owner is in question unless proof of ownership or identity can be provided

2.7 we do reserve the right to move your vehicle within the vicinity of the airport in an un secure area while in transit to and from the yard as required to help keep our service as efficient as possible. This will be for as short as period as possible.

2.8 your agreement is made prior to arriving at the airport. This is a contractual agreement made off airport premises and therefore business between yourselves and us is concluded prior to your arrival once a confirmation of booking email is sent

2.9 any bookings made through a third party I.E. Booking agent are under the booking agents terms and ours are an addition to theirs. Complaints should be through them and refunds from them not us. Liability lies with the agent for loss damage and delays and proceeds no further.

Despite the above, we will always accept liability for death or injury caused by our negligence

COMPLAINTS

3.1 in the event of your vehicle being involved in an accident kks will provide you with means of travel to get you home in the quickest possible time. This may be in the form of a hire car or taxi. Kks will then offer you the up most cooperation and support in keeping you mobile until your car is returned in a satisfactory condition. As stated before all claims will be dealt with on an individual basis and kks will endeavor to be cooperative and supportive in the event of any claim being made.

3.2 any disputes over any damage to your vehicle must be noted down on the return document which must be signed by both parties on both copies.

3.3 any complaints regarding damage to your car may not be considered once you have left the airport if not reported and shown to the driver. Please inspect your car before allowing the driver to leave.

3.4 all disputes and claims must be sent to us in writing to info@kksgatwickparking.co.uk within 7 days.

3.5 in the unfortunate event of your vehicle being damaged or involved in an accident due to lack of care, kks reserve the right to have the vehicle repaired at an insurance approved repairer of our choice on the customers behalf to restore the vehicle back to the state the vehicle was taken in (bodywork only). In this event the customer cannot make a claim.

JURISDICTION

In the event of any of the provisions of these terms is found by any court to be wholly or partial illegal,invalid,unenforceable, unfair or unreasonable then it shall be deemed sever-able from the remaining provisions which will continue in full force and effect.

These terms are governed by the laws of the united kingdom and wales and are subject to the exclusive jurisdiction of the English courts.

CANCELLATION / AMENDMENTS / REFUNDS

4.1 you have a seven day cooling off period unless the booking is made within that period then clause 4.2 applies

4.2 you may cancel your booking for any reason up to 7 days before the scheduled time of the service by using the link on your booking .customers who cancel there booking under 7 days WILL NOT GET A REFUND.

4.3 customers who do not turn up for the period for which the service is reserved shall be liable to pay the full price for the service booked.

4.4 amendments can be made by either the contact us form on the website or by calling 08004714681

4.5 please allow up to 21 days for refund processing.

4.6 an administrative charge of 10 will be charged on bookings cancelled up to 2 days prior to departure and 50% if within the 48 hour period. However no refund if you fail to arrive for the allotted period.

4.7 although no charge will be paid if an agreed alternative slot has been booked prior to departure date.

PAYMENT

Payment may be made by paypal prior to arrival, or at the airport by cash but must be placed in an envelope and left in the vehicle for the driver with your reference number and name written on.

Vehicles will be returned on a first call basis with priority given to families with small children. We cannot accept responsibility for the following, heavy traffic at or on route to the terminals during busy periods also caused by flight delays and arrivals not at the arriving at the correct time

These terms and conditions are between you the customer and kks meet and greet / gatwick parking service.

PRIVACY AND DATA PROTECTION

We collect and record information about you to enable us to to provide you with the best service possible. We will only use the information we collect lawfully in accordance with the data protection act 1998. "We do not store credit card details nor do we share customer details with any 3rd parties" and will use solely for any marketing purposes unless you ask us not to. If you have any questions/ comments or wish to see the details we hold about you please email us at info@kks gatwick parking.co.uk if you find any inaccuracies we will do our best to correct or delete them promptly.