

Cameo Cars Terms and Conditions

Cameo Cars Licence No. 010792 is licensed by Transport for London as a Private Hire Operator and is licensed to operate vehicles for Private Hire until – 14 November 2028 under provisions and the conditions set within the regulations. The operator is responsible for keeping records of any driver used to carry out Private Hire bookings, and the operator will keep records of bookings made under the above operator licence. The following terms and conditions will apply when a booking/reservation is made between “The licensed operator” and you the client.

A licensed operator who accepts a booking from a client is required to enter as “the principal” to provide the journey which is the subject of the booking. When you make a booking via Cameo Cars “the operator” it is deemed as between you “the client” and “Cameo Cars” as contractual.

Licensed private hire vehicles are insured for passenger and third-party claims as per regulations. Property including luggage is carried at your own risk. Cameo Cars is not responsible for any damage to individual property. The driver reserves the right not to transfer any client who is under the influence of alcohol or drugs or whose behaviour is a threat to the driver or other traveling passengers. If any traveling client is rude or aggressive towards a Cameo Cars driver or affiliated agents, they/we have the right not to convey you or to complete your booking. In the case of a driver being rude or considered unprofessional please contact us where we will follow up the complaint on your behalf and it will be recorded as per operator rules. Damage caused by you the client; to the vehicle allocated whether accidental or meaningful means you will be liable for the cost of repair and a report of criminal damage may be submitted to the police.

Route travelled is at the driver discretion upon following considering the time-of-day road and weather conditions. If the client requests or insists using an alternative route for example the M25 despite advice given by your driver, then a charge may be applied and can be negotiated.

Cameo Cars are not VAT registered therefore no VAT is charged. The fare quoted is the price you pay subject to any real time variations which you will be advised upon with exception to car park and tolls which are variable and will be an additional cost to your booking.

Fares are fixed to the current last reviewed tariff and are guaranteed at the time of booking. Upon requesting a booking, you will be quoted your fare, and this will also be confirmed by Email and SMS text to your mobile. All our calls are recorded for training purposes.

Airport waiting time begins 45 minutes after your arrival onto the block (stand) at 15-minute segments (nearest) of £10.00 our offering of meet and greet inside or outside is a free service however there is a minimum charge for parking of £6.00 (29 minutes) to £11.00 (50 minutes) and is in addition to the quoted and accepted fare. We quote as approx. explained how any charge may be implied. If parking were to go over 50 minutes, then you will be advised of this where the charge may be more.

Bookings are pre-allocated to the driver, and airport pick-ups run as a schedule; to the flight scheduled arrival time given by the airline is set. A reasonable period is allowed between each booking although serious delays for flight arrival and claiming baggage or immigration issues can affect completion of your booking in real time therefore, we do Not accept liability of any delay caused by the airline or airport provider which may affect your booking being completed within a reasonable time or at worse cancelled. We endeavour to do our best to accommodate your delay by moving drivers around etc however sometimes these common problems can be out of our control.

Our meeting point for you at each airport is set by Cameo Cars and is explained in your email booking request confirmation, it is your responsibility to read your booking confirmation so to ensure details are all correct and for a perfect pick up. This applies to all bookings. Any query we are happy to reconfirm to you, if necessary, by text or email.

When you make your booking request it is a requirement that your full name is given with contact telephone and email address. Every booking made is checked and confirmed by us to the client by way of verbal, Email and SMS text. When you make your booking, our preferred and default payment method for your journey is by card. If cash payments, they are to be made in pounds sterling. This payment is chosen to be settled before journey begins to avoid the embarrassment of the card being declined with some airports having a block on data required to process your payment. All debit/credit card payments are processed using 3D encryption for your security.

If you need to cancel your booking, we appreciate as much notice as possible and any charge for a cancellation will be in the event of being less than 24 hours of pick-up of your scheduled airport arrival time or other booking pick up time. Refunds (if applicable) will be given over the 24-hour cancellation period if we are unable to cover your booking using resources available to us.

During busy periods to complete pre-booked bookings we may use the services of other licensed operators or their drivers to fulfil your booking request if anytime busy or circumstances arise.

The best vehicle suitable for your booking taking into consideration the amount of luggage you declare will be suggested and will not be a choice made by us you decide vehicle type.

When making an online booking using our website, it is your responsibility to choose the appropriate vehicle and you agree to pay the appropriate quoted fare using information given and in addition any airport fees.

The law requires all children traveling in the front or rear seat of any vehicle must use the correct child car seat until they are either 135 cm in height or 12 years old (either reached first). After this they must use an adult seat belt. There are very few exceptions. It's the parent's responsibility to ensure children under the age of 14 years are restrained correctly whether using their own child seat or any other child seat provided in accordance with the law. Children under 3 years old * Children aged 3 years and over* until they are either 12 years old or 135 cm tall * Children over 1.35 meters tall, or who are 12 or 13 years old * Passengers over 14 years old - Exceptions - Private Hire vehicles If a child car seat is not available in a licensed private hire vehicle the child may travel unrestrained in the rear. This is the only exception for children under 3 years old, however we will do our best to see that a child seat is available if not available, please note; it is not a condition of your booking and is seen as optional by both sides. If your own seat is not practical to take with you on your journey and a child car seat is not available from us, then children aged 3 years or older can travel in the rear wearing the adult seat belt. Any specific requirements can be requested but cannot be guaranteed to be fulfilled. We will do our best to help. All private hire operators and drivers are aware of their obligations under the Equality Act 2010. We can provide (when a seat is available) legal child seats if requested but we insist that you secure and install it before starting your journey.

We comply with the principles of the Data Protection Act 1998, the Privacy and Electronic Communications Regulations 2003. We take your information about you to process and to complete your booking when it falls due, and your Information will only be shared with other drivers or affiliates who may be involved in the fulfilment of your booking. The information we hold may include: your name, address, phone number, email address and any other information necessary for Cameo Cars to process your booking and to comply with operator regulations and in general the UK Law. You agree to use and accept the terms of use relating to this website and any sub domains in relation to Cameo Cars. Do not proceed if you do not agree, use of this website is protected by our privacy policy, so in the event of using the contact form please be advised that you are required to submit personal details. All correspondence that comes to us via email or other formats will be retained and logged. This website is a showcase presentation offering our services as a private hire operator in London providing airport transfers. Cookies may be stored on your browser. (a) As a transportation Provider we use a standard booking dispatch solution which will result in collection of (i) non-public information about any person who registers for, accesses or uses the transportation provider's services "Cameo Cars" in connection with this solution the ("Client"), including without limitation, first and last name, email address, home address, current location, destination address, telephone number, usage of Dispatch Solutions (app) and other information that is not otherwise publicly available and (ii) non-personal information about the client including without limitation IP address, usage statistics, browsing history, type of computer or mobile device operating system you use (Microsoft Windows, Mac, Android and Apple), the type of browser you use (Firefox, Chrome or Edge), and the domain name of your internet service provider (collectively, "Data"). We as a transportation provider hereby agrees to adopt and abide by a privacy policy that: (a) complies with all applicable laws, rules and regulations (b) clearly and completely discloses to client the data collected and the ways in which transportation provider Cameo Cars uses and shares such data. Transportation provider Cameo Cars we agree to: (i) comply with all applicable privacy and data collection laws, rules and regulations related to the collection, use, and disclosure of end user information; (ii) obtain client's prior consent with respect to the collection of any client information and data, as required by all applicable laws, rules and regulations; and (iii) provide client with an option to opt-out or to opt-in to any collection, use and disclosure of their client information and data as required by all applicable law, rules and regulations. You agree not to copy, store, reuse or distribute any material including text, images, or logos from within this website unless given written permission by Cameo Cars. By continuing to use this website you are acknowledging that all material including underlying code and software of Cameo Cars, associated affiliates and other third parties is protected by relevant UK and international intellectual property and other laws. When you use the website booker to obtain a quote or make a booking every precaution for your security is in place to detect misuse or spamming, however it is advisable to maintain your own security for your personal use. Any quote obtained through our website is an estimate of the fare and upon receiving your full booking details will the full cost be confirmed and disclosed including any surcharges. Vehicles are subject to availability for your requested date & time