

Terms & Conditions

The following terms and conditions apply to all bookings made with N-Spire London Ltd. By making a booking with us, you agree to the terms outlined below.

Payment & Deposits

- A deposit is required before booking, and all payments must be completed before the booking takes place.
- All quotes are estimates only and may vary depending on waiting time, parking, additional stops or route changes.
- Any changes to the original booking such as extra waiting time, additional hours, parking charges, additional stops or address changes will automatically be charged to the card provided at the time of booking.
- Charges on your statement will appear as N-Spire London Ltd.

Booking Policy

- We require a minimum of 24 hours' notice for online bookings.
- For bookings with less than 24 hours' notice, please contact our helpline: 02034881734.

General Terms

- Whilst we make every effort to ensure our chauffeurs arrive on time, we cannot accept responsibility for delays caused by traffic, road closures, weather conditions or other circumstances beyond our control.
- Chauffeurs will always drive at safe and appropriate speeds in accordance with road conditions and legal speed limits.
- Clients are responsible for any damage caused to the vehicle interior or exterior during the hire period and will be charged accordingly for repairs or professional cleaning if required.
- N-Spire London Ltd may occasionally provide subcontracted vehicles when necessary.
- By providing your email address you permit N-Spire London Ltd to contact you via email. We will never share your email with third parties.
- We reserve the right to change the vehicle or chauffeur if required due to operational reasons.
- All vehicles used by N-Spire London Ltd and its subcontractors are fully insured for passenger and third-party claims. Personal belongings are carried at the client's own risk.
- Smoking is strictly prohibited in all vehicles.

- N-Spire London Ltd and its chauffeurs reserve the right to refuse service to any passenger who appears to be under the influence of alcohol or drugs and whose behaviour may pose a risk to the driver, vehicle or other passengers.

Holiday Surcharges

- Christmas Day, Boxing Day and New Year's Day – 100% surcharge
- All other UK Bank Holidays – 25% surcharge

Waiting Time

Airport Pick-Ups

- 30 minutes complimentary waiting time after the flight has landed.
- Waiting time after this period will be charged in 15-minute increments.

Train Stations & General Pick-Ups

- 15 minutes complimentary waiting time.
- Waiting time after this period will be charged in 15-minute increments.

Flight Delays & Monitoring

- We monitor commercial flight arrivals where flight numbers are provided.
- Waiting time will begin 30 minutes after the flight has landed.
- If a flight is significantly delayed or rescheduled, N-Spire London Ltd will make reasonable efforts to adjust the booking, however availability cannot always be guaranteed.

Lost Property

- N-Spire London Ltd will make every reasonable effort to return lost property left in our vehicles.
- However, we cannot accept responsibility for items lost, damaged, or left in a vehicle.
- Any costs associated with returning lost items may be charged to the customer.

Cancellation & Refund Policy

- More than 24 hours' notice – Full refund
- 12–24 hours' notice – 50% charge
- Less than 12 hours' notice – 100% charge
- No-show – 100% charge

- Multiple vehicle bookings for major events cancelled within 5 days – 100% charge
- Wedding bookings cancelled within 1 month – Deposit non-refundable

Last updated: 2026
