

## Public Transport Interchange Booking and Payment Terms

### 1. Definitions and interpretation

1.1 The following definitions shall apply to these Terms:

"Airport"	Bristol Airport.
"Airport Byelaws"	the Airport's current byelaws from time to time.
"Booking"	any booking for the drop-off or pick-up by a Permitted Vehicle in the PTI.
"Booking Charge"	the fee charged for dropping-off or picking-up by a Permitted Vehicle in the PTI when making a Booking, being £30 (inclusive of VAT).
"Booking Period"	the period commencing on the date and time specified as the date of entry into the PTI and ending no later than thirty (30) minutes later, in each case at the time the Booking is made or under a Permissible Amendment.
"Digital Wallets"	Google Pay and Apple Pay digital wallets which allow users to make card payments for a Booking.
"PCN"	a penalty charge notice fine issued if you use the PTI outside of the Booking Period.
"Permissible Amendment"	amendments to: <ul style="list-style-type: none"><li>- time of entry on the Booking commencement date;</li><li>- vehicle registration details;</li><li>- flight details; and/or</li><li>- driver details.</li></ul>
"Permitted Vehicle"	any public or private service vehicle with the capacity to carry more than sixteen passengers.
"PTI Access Policy"	our PTI access policy as updated from time to time
"PTI Terms"	the PTI terms of use from time to time which can be found at <a href="#">Bristol Airport Parking   Terms and Conditions</a> .
"Public Transport Interchange or PTI"	the bus and coach area situated at the Airport on the roof of the multi-storey car park. Appendix 1 shows a map of the PTI location coloured in purple
"Tariff Board"	any board or notice in a PTI displaying the charges to be paid for dropping-off or picking-up in that PTI.
"Terms"	these booking and payment terms.

"We, us, our"	Bristol Airport Limited (company registration number 02078692).
"Your, you"	any person who uses, or intends to use, the PTI .

1.2 The headings in these Terms are for information only and do not affect the interpretation of these Terms.

1.3 These Terms and any claims resulting from them are subject to English law.

## **2. The Agreement between you and us**

2.1 These Terms, along with the Airport Byelaws, PTI Access Policy and PTI Terms, apply when you make a Booking. It is important that you read these Terms and understand them before completing your Booking.

2.2 By making a Booking, you agree and accept these Terms, the Airport Byelaws, PTI Access Policy and PTI Terms, and it is your responsibility to read and understand them before making a Booking.

2.3 We will rely on these Terms, the Airport Byelaws, PTI Access Policy and PTI Terms. If there is anything that you do not understand or do not agree with, please discuss this with us before you make a Booking.

2.4 Any agreement to change these Terms must be in writing and signed by or on behalf of us to be valid.

2.5 Nothing in these Terms affects your statutory rights.

2.6 If you have made a Booking online, a binding agreement will exist between you and us after you have transmitted a completed booking form to us and we have sent our email acknowledgement to you in accordance with Term 3 of these Terms.

2.7 We reserve the right to update these Terms from time to time but the Terms current at the time of your Booking shall apply for the duration of your Booking.

## **3. Bookings**

3.1 If you wish to make a Booking online, please use the online booking system on our website and ensure that your Booking is completed by no later than thirty (30) minutes before arrival to the PTI.

3.2 Once we have received your completed booking form, we will send an email to you at the email address given on your booking form. That email will include a booking reference which must be quoted if you contact us about your Booking.

3.3 It is your responsibility to ensure that you provide us with a correct and valid email address. We are not responsible if you do not receive the Booking confirmation for any reason beyond our control.

3.4 Please check as soon as you receive your Booking confirmation that all the information you have provided is correct. If any information is not correct, please let us know as soon as possible.

3.5 Each Booking is valid to enter the PTI once and to exit the PTI once. You are not permitted to enter and exit the PTI freely during your Booking Period. If the Permitted Vehicle leaves the PTI before the end of your Booking Period:

3.5.1 your Booking will immediately come to an end;

3.5.2 your Booking Period will expire on the date and at the time that the Permitted Vehicle leaves the PTI; and

3.5.3 you will not be entitled to a refund.

## **4. Prices and Payment**

4.1 The Booking Charge is fixed at the price accepted by and confirmed to you during the Booking process.

4.2 You can pay the Booking Charge using any of the credit / debit cards that we accept, as well as Digital Wallets. Details are shown on the website booking form. We may charge for the use of credit / debit cards and the charge may vary depending on the card used. We do not accept payment for Booking Charges by cash or cheque.

## **5. Changes to the Booking Period**

5.1 If you arrive at the PTI or depart from the PTI outside of your Booking Period, you will be issued a PCN.

## **6. Cancelling or amending a Booking**

6.1 You may cancel or make a Permissible Amendment to your Booking at any time before the start of your Booking Period. If you cancel or amend your Booking less than 48 hours before the start of the Booking Period you will be charged an administration fee of £5, which will be deducted from any refund you are entitled to or charged to you when amending your Booking (as relevant).

6.2 Refunds in accordance with Term 6.1 will only be issued for the Booking Charge (less the administration fee).

6.3 You can cancel or amend your Booking online by visiting the “Manage My Booking” section of our website.

6.4 If you experience difficulties amending or cancelling your Booking, please use the ‘Contact Us’ section of our website and complete the form, providing your name, address, vehicle registration, booking reference, details of your Booking Period and details of the changes you wish to make.

6.5 You will not be entitled to any refund of the Booking Charge if you:

6.5.1 do not cancel your Booking before the start of the Booking Period;

6.5.2 arrive at the PTI later than the start of your Booking Period; or

6.7.3 if you have not complied with any of these Terms or the PTI Terms.

## **7. PTI**

7.1 Your Booking is valid only for the Permitted Vehicle recorded on your Booking. Please check your Booking confirmation carefully and ensure that the correct Permitted Vehicle is recorded.

7.2 It is your responsibility to ensure that you arrive in the correct Permitted Vehicle and enter the correct PTI on time.

7.3 Entry by a vehicle other than the Permitted Vehicle recorded on your Booking is chargeable at the rate specified on the Tariff Board for the full length of your vehicle’s stay in the PTI. You will not be entitled to any refund for your Booking should you enter or park in a manner that is inconsistent with your Booking.

7.4 We intend to rely on both these booking Terms and the PTI Terms. Upon making a booking you must also agree to the PTI Terms.

## **8. Vehicle Size**

8.1 Only Permitted Vehicles are allowed to enter the PTI. If your vehicle does not meet the specifications for a Permitted Vehicle, then you must use other parking facilities at the Airport.

## **9. Our responsibility to you**

9.1 Once we have received payment of the Booking Charge, the designated Permitted Vehicle is entitled to enter the PTI for the Booking Period, subject to the PTI Terms and the PTI Access Policy.

9.2 We do not accept liability if we cannot honour your Booking or if you are unable to use the PTI due to an event beyond our reasonable control. A non-exhaustive list of such events is set out in Term 9.3. In such circumstances, you are not entitled to a refund or to make any other change to your Booking. These Terms will apply if you wish to cancel or amend your Booking.

9.3 Events referred to in Term 9.2 shall include (but are not limited to) war or threat of war, riots, civil strife, terrorist threats or activity, industrial disputes, natural and nuclear disaster, fire, adverse

weather conditions, volcanic ash cloud, government regulations, closure or congestion of roads or airports, and/or cancellation or changes of schedules by airlines.

## **10. Data Protection and Privacy**

10.1 Please see our [website](#) for the terms of our Privacy Statement, which applies to any of your personal data processed by us.

10.2 If you have any queries or concerns about how your personal data is processed by us, please contact us at [privacy@bristolairport.com](mailto:privacy@bristolairport.com).

## **11. Our liability to you**

11.1 The Airport will act with reasonable skill and care when providing services to you.

11.2 Our liability to you for the provision the PTI is set out in clause 14 of the PTI Terms.