

Terms and Conditions for Car Parking and Shuttle Service

PARKITUP Ltd (Park Heathrow at Hatton Cross)

1.

Introduction

These Terms and Conditions ("Agreement") govern the use of the car parking and shuttle services provided by [Parkitup Ltd] ("we", "us", "our") at our park-and-ride facility near Heathrow Airport. By using our services, you ("you", "your") agree to be bound by these terms.

2.

Booking and Payment

Bookings must be made in advance via our website or phone.

Full payment is required at the time of booking unless otherwise agreed.

Prices cover parking and shuttle transport to and from Londons Heathrow Airport.

3.

Parking Services

You are permitted to park one vehicle in a designated bay at our secured facility for the duration of your booking.

We reserve the right to move vehicles within the car park if necessary for operational reasons.

During busy periods (School Holiday's) we reserve the right to relocate your vehicle to our secure over flow car park located neat Terminal 5.

The vehicle must be roadworthy, taxed, and insured. Abandoned or unsafe vehicles may be removed at the owner's expense.

4.

Shuttle Transport

Our shuttle operates to and from all Heathrow terminals on a on-demand basis.

We are not responsible for delays caused by traffic, weather, or other circumstances beyond our control.

Please allow sufficient time for check-in and security procedures at the Airport.

5.

Liability and Insurance

We have public liability insurance, which covers personal injury and property damage occurring due to proven negligence on our part.

We are not liable for:

Damage caused by weather, tree sap, bird droppings, or other environmental factors.

Theft or damage caused by third parties not associated with our company.

Loss of flight or other consequential losses.

Before departing our Car Park, please ensure you have checked your vehicle for any damage. We cannot be held responsible for claims once your vehicle has left our car park.

We will take reasonable care of your vehicle while it is in our possession, but you leave your vehicle at your own risk.

6.

Customer Responsibilities

You must remove all valuables from the vehicle before leaving it in our care.

You must retain your booking confirmation.

You are responsible for notifying us in advance of any change in return times or delays.

7.

Cancellation and Refunds

Cancellations made more than 24 hours before the booked arrival time will receive a full refund.

Cancellations made less than 24 hours before the booked arrival time will receive a full refund minus a £30 administration charge to cover our costs in organising a car with driver for your transfer.

No refund will be given for no-shows.

Amendments to bookings may be made subject to availability and potential charges.

8.

Complaints and Disputes

If you are not satisfied with our service, please contact us in writing within 7 days of your return.

We aim to respond to all complaints within 5 working days.

Any disputes will be governed by the laws of England and Wales.

9.

Privacy

We collect and store your personal data (e.g., name, contact details, vehicle registration) to process your booking and for operational purposes.

Your data will not be shared with third parties unless required by law. For more, see our [\[Privacy Policy\]](#).

10.

Changes to Terms

We reserve the right to update these Terms and Conditions at any time. The version in force at the time of your booking will apply.

- Unless otherwise arranged, Car keys must be left with Park Heathrow staff
- My vehicle has valid insurance, MOT and road Tax
- During busy times (School Holidays) My vehicle may be moved to Park Heathrow's secure overflow car park near Terminal 5.
- Arrival should be on time as per my booking
- I have checked that my return flight date and return flight number are correct
- Passenger and luggage limits apply (max 4 passengers with 8 suitcases, or 5 passengers with 2–3 suitcases)
- Park Heathrow does not provide child seats but I may use my own in the transfer vehicle