

The following sets out the terms and conditions for the services (Meet & Assist and Hold Baggage Assistance) provided by IPS Ltd registered office is at Suite no 1222,1223 Leonardo Hotel, Bath Road, Sipson, West Drayton, UB7 0DP. (Company registration number 8173548). These terms and conditions are considered to have been accepted by each passenger and any party acting on behalf of such passenger(s) who book the above Stated services. These services are only pre-booked and required minimum of 48-hour notice and subject to operational capacity and availability.

Actions Protocol

1. When using these services, passengers must comply with any direction or instruction given by Service Agent, Airport personnel or other security personnel and adhere to all applicable security, customs and immigration regulations imposed on passengers.
2. Passengers requiring wheelchair assistance or with other special requirements including hidden disabilities should make these known during the booking process as wheelchair assistance is delivered by Heathrow PRM service providers.
3. Where a booking is made by a person other than the passenger, that person shall procure that each passenger using service is aware of and accepts these terms and conditions (including those relating to the provision of personal and travel information).
4. It is also the responsibility of the person and/or agent to notify the passenger of services being booked for them and related instructions to identify and meet the agent for the provision of the service delivery.
5. Late arrival to airport may also result in the relevant airline refusing to accept passengers for the flight. In such circumstances, the charge for the services will be non-refundable.
6. Passengers must comply with airline terms and conditions (including any baggage restrictions) at all times. Any excess baggage charges must be paid by the passenger directly to the relevant airline.
7. Service provider (IPS) will not intervene in any dispute between an airline and passengers. Passengers using service are encouraged to carry appropriate travel insurance.

Cancellations & Amendments Additional Hours

8. Change to itinerary, travel date(s), traveller's name(s) and cancellation, should be made known at least 24 hours prior to original service date, less than
9. Surcharge of 50%, will apply for an amendment/cancellation (Mines 24 hours till Mines 12 Hours' notice).
10. No changes or/and cancellations could be made to the booking, Mines 12 Hours to service and 100% Surcharge will apply.
11. If you fail to arrive for your pre-booked Meet and Greet service and have not cancelled the service in accordance with these timeline terms and conditions, no refund will be provided.
12. If you wish to cancel booking with more than 24 hours' notice before the scheduled flight departure or arrival time such cancellation will incur an administration charge of £15.
13. For booking cancelled with more than 24 hours' notice, we will make the reimbursement without undue delay, and not later than 14 days.
14. Any refunds will be made to the original card or/and bank account on which payment was made.
15. Services are subject to availability which cannot be guaranteed; however, we will do our best to accommodate. Confirmation will be sent when the booking is confirmed.

Additional Hours

16. Normal engagement time for Meet & Greet Service is 3 Hours. Should the service exceed the duration of 3 hours; additional labour charges may apply.
17. Please note: IPS is unable to advise additional hours charge fees in advance. These charges will be available once the service has been completed; as we cannot determine the potential duration of service in advance, for example mechanical issues, flight delays, last minute additional requests etc.

Additional Services

18. Due to Security / Insurances issues, Greeters are unable to and will not carry any pieces of luggage including hand luggage; should you require baggage assistance a baggage porter can be booked.
19. Note that porters are not inclusive and are an additional service to the Meet and Greet.
20. Fast-track will be provided where possible, however our greeters will do their best to expedite the process.
21. Please check with our customer service team if this is available in the requested location.
22. If wheelchair assistance is required, we ask that you reach out directly to your airline carrier to confirm this service. Please note greeters are not authorized to push wheelchairs.

Exclusions

23. Each passenger is responsible for monitoring airline schedules and any potential changes to flight times. Passengers are responsible for ensuring that they meet the appropriate passport, visa and health requirements and (IPS) accepts no responsibility in this respect.
24. Company reserves the right to cancel bookings for any reason including, without limitation, operational, safety, capacity or security requirements. On the rare occasion when a booking is cancelled by the Company in such circumstances, a full refund will be provided.
25. The Company (IPS) accepts no liability for losses, delays, cancellations or disruptions incurred as a result of:
 - a. incorrect information being supplied to IPS
 - b. Third parties' acts or omissions including airlines, security and border control authorities, ground handlers or third-party transport arranged by or on behalf of the passenger.

Complaints

26. Any complaints regarding the service should be addressed in writing to IPS (Integrated Paramount Services Limited)