



## **Inter Parking Services Limited ("IPS") Standard Terms and Conditions**

This is a legal document which contains contractual provisions. Your Statutory Rights are not affected.

### *Cancellations/Amendments Procedure*

*Please check all booking details on receipt of booking confirmation. IPS cannot be held responsible if customers do not advise us of any amendments required. For cancellations please include your booking reference number and address details. For booking amendments please include your reference number and details of required changes. Email: [admin@interparkingservices.co.za](mailto:admin@interparkingservices.co.za) or if urgent call or WhatsApp IPS Customer Services on 076 746 8291.*

## **1. Booking confirmation**

- 1.1 We confirm bookings made on our website by issuing a booking reference.
- 1.2 We confirm bookings made by phone by the operator giving you a booking reference.
- 1.3 All services are subject to availability.
- 1.4 IPS reserves the right not to accept or fulfil a booking.

## **2. Discounts and Savings**

- 2.1 Advertised 'Up to 25%' saving compared to prices payable at the airport if you do not pre-book and instead turn up without a reservation.
- 2.2 Any additional discounts available are off the standard rates found on [www.interparkingservices.co.za](http://www.interparkingservices.co.za).
- 2.3 When given, discounted rates are only available at IPS owned or branded airport car parks.
- 2.4 Offers not to be used in conjunction with any other offer or promotion.

## **3. Cancelling a booking**

- 3.1 A booking may be cancelled up to 24 hours before the parking period begins and you will receive a full refund.

3.2 For the purposes of conditions 3.1 and 3.3, the parking period begins at one minute past midnight on the first day of the parking period.

3.3 Customers cancelling within 24 hours of the period for which the service is reserved shall be liable to pay the full price for the service booked.

3.3.1 customers who do not turn up at the car park or who cancel within 24 hours of the period for which the service is reserved shall be liable to pay the full price for the service booked.

3.4 Any customer wishing to curtail the length of stay for a service, once the service has commenced, will be liable to pay the fee for the whole of the service booked.

3.5 Cancellations or amendments cannot be accepted if you book a Supersaver, Saver, Early Bird or Non-Flexible parking or hotel product.

3.6 Under the Consumer Protection (Distance Selling) Regulations, you have 14 days to cancel your booking, starting from the day after we confirm it, depending on the type of service you have booked (for example, packages including hotels are specifically excluded from these regulations). Should you have the right to cancel and do so, in writing, within that time, you will be refunded all charges that you have paid to us, excluding any chargeable services provided within the 14 day cancellation period and any applicable payment card or PayPal surcharges. We hold that commencement of chargeable services is 30 minutes before your booked arrival time.

We suggest written cancellation should take this form and sent by email to: [bookings@interparkingservices.co.za](mailto:bookings@interparkingservices.co.za)

I hereby give notice that I cancel my contract of sale for [insert name of service] booked on [insert date] for these times/dates [insert times/dates] with Booking Reference [insert booking reference]

Name [name]

Address [address]

Date [date]

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## 4. Prices and payments

4.1 The price will be in pounds sterling including VAT. It will be the price confirmed at the time of making your booking no matter what prices we may quote elsewhere or in any promotional offer.

4.2 You can pay for the parking period using an approved payment card when you make the booking.

4.3 If there are any extra charges due, you must pay these in full before you leave the car park.

4.4 Should your entry and exit times change from those booked this may result in your actual time parked exceeding the number of days you have pre-paid for. An additional charge will be levied upon exit.

## 5. Our responsibilities

5.1 We will accept legal responsibility for death or personal injury if it is caused by our or our employees' negligence.

5.2 We will accept legal responsibility for damage to the paintwork or bodywork of your vehicle if you can prove that it was caused by us. You will not have to prove this if you have a vehicle inspection report (see condition 7.1.6) prepared and the damage is not recorded on it. You agree to us carrying out repairs to the vehicle if we believe the damage has been caused during the parking period.

## 6. Exclusion and limits of our responsibility

6.1 We will not accept legal responsibility for the following;

6.1.1 loss or damage covered by your own insurance.

6.1.2 personal property left in the vehicle or coach or left unattended at any time.

6.1.3 transport delays between the car park and the airport caused by traffic congestion, coach breakdown or any other cause beyond our control.

6.1.4 loss arising from a stolen or mislaid receipt or ticket for the vehicle.

6.1.5 loss of or damage to the vehicle arising from mechanical or electrical failure, self-locking, pollution, terrorism, natural disaster, damage by vandals, criminal activity and other matters outside our control.

The company does not accept liability for damage to vehicles arising from acts of nature nor will the company accept responsibility for minor scratches dents or chips to paintwork or any visual damage that cannot be seen and noted due to weather conditions or where the exterior is in a dirty state. The company will not accept responsibility for damage to windscreens or other glass other than where the same is proved and to the extent that it is proved to be caused by our negligence.

6.1.6 any indirect loss as a result of damage or loss to the vehicle (such as loss of earnings).

6.1.7 delay in making the vehicle available for collection if this is before the end of the parking period.

6.2 Liability is accepted where such theft, loss or damage arises through the negligence or breach of contract by IPS.

## 7. Your responsibilities

7.1 vehicle condition

7.1.1 you shall be liable for and indemnify IPS in respect of any death, personal injury or damage caused by you or any person with you whilst on IPS's premises or in any way arising from a breach of the warranty in paragraph 7.1.2 below.

7.1.2 you shall ensure that the Vehicle is:

7.1.2.1 at the commencement of the Parking Period in a roadworthy condition, has a current MOT certificate (if required by law) for the whole of the Parking Period and that no dangerous toxic or illegal substances are left within the Vehicle;

7.1.2.2 in a proper roadworthy condition prior to leaving the Car Park and entering onto the public highway.

7.1.3 if at the end of the parking period the vehicle will not start, we may move the vehicle to a return bay. If you ask, and accept the risk, one of our employees will make one attempt to start the vehicle using an anti-surge starter pack. If you still need help to start the vehicle, you will need to contact a breakdown company. You will have to pay any costs involved. If your vehicle does not start, you must arrange for it to be removed from the car park within 24 hours of the end of the parking period. After this time we will charge you the daily parking charge.

7.1.4 you must not tow the vehicle into the car park or carry out any work or clean the vehicle in the car park.

7.1.5 the conditions below apply to standard parking.

7.1.6 we may photograph or video the vehicle when you enter and leave the car park and after damage is reported. We will report any fraudulent claims to the police.

- You must inspect the vehicle and report any damage to us on a report form before driving out of the car park at the end of the parking period. Claims cannot be considered once vehicles have left the premises so please check your car before leaving or in the case of our Meet and Greet service driven away after the driver has handed over the keys.
- If you ask and pay a £5 charge, we will inspect the paintwork and bodywork and record any damage before we park the vehicle (the vehicle inspection report).
- You must let us know about any vehicle immobiliser, automatic security feature or modification to the vehicle (including any for special assistance requirements) that might affect how it handles or operates.
- You must check the driver's seat and the mirror positions (which may have been moved) when you reclaim the vehicle.

7.2 Vehicle Excise Duty (VED) You shall ensure that prior to commencement of the Parking Period VED is paid for the Vehicle for the whole of the Parking Period (if required by law).

## 8. Reclaiming the vehicle and lost receipts

8.1 You must produce the receipt or ticket we have provided when you reclaim the vehicle. If you lose the receipt, or ticket, we will need proof of your and the vehicle owner's identity and we may make other enquiries we think are reasonable. Failure to produce the receipt or ticket will delay your departure.

8.2 If you realize that the receipt or ticket has been lost or stolen, you should let us know immediately and send us a fax or email with your name and address. This should tell us not to release the vehicle until you return.

8.3 If you reclaim your vehicle before the end of the parking period, you will have to pay the parking fee for the whole parking period.

8.4 You must give us at least six hours' notice to make the vehicle available for you to collect before the last day of the parking period.

8.5 We may refuse to return your keys to you if we believe either that you are not fit to drive or that the vehicle is not in a legal or roadworthy condition.

## 9. Special Assistance Requirements

9.1 If you have any special assistance requirements please let us know when you make your booking.

9.2 We will take all reasonable steps to meet your needs.

## 10. Vehicle security

10.1 You must leave your car keys at the car park. If you do not do this, we may move the vehicle in any way we can and will not be legally responsible for any damage caused. In the case of the Meet and Greet service the keys must be handed to our driver. Failure to do so may incur additional costs for storage at the airport which you will be responsible for.

10.2 When you arrive at the car park, we will tell you whether to leave the vehicle locked or unlocked and where to leave the keys.

10.3 Leave any alarms and immobilisers off as they may drain the battery.

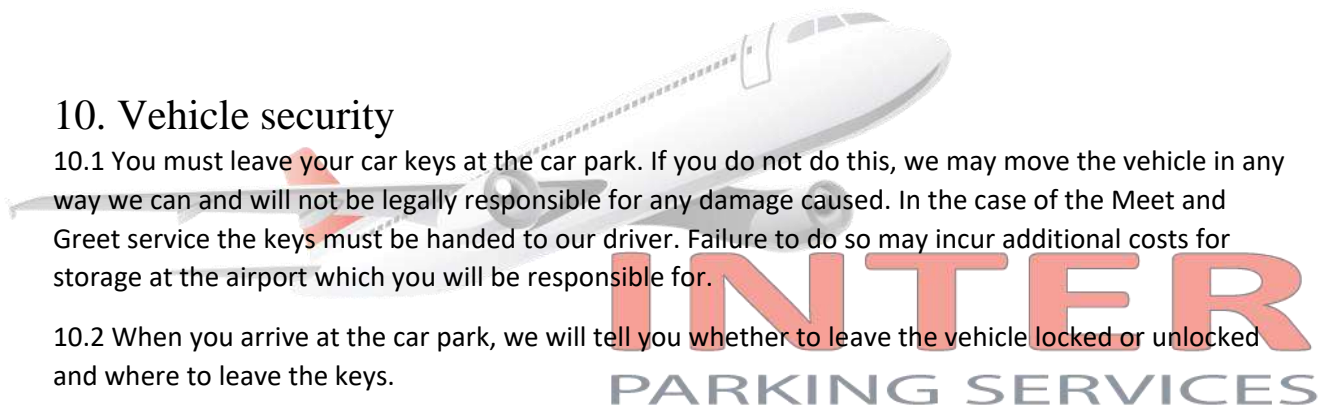
10.4 No manual security devices, such as crook-locks must be used.

10.5 Do not leave any house or other keys on your car key ring or in the vehicle.

## 11. Safety in the car park

11.1 Drive slowly and carefully in the car park and follow the directional signs.

11.2 Car parks can be dangerous. After parking, go to the reception or nearest exit. These are signposted. Do not wander about the car park. Keep a careful eye on your children and do not allow them to play in the car park.



## 12. Transport to and from airport

12.1 You should not get on a transfer bus if you cannot find a seat or if there are no more standing places available. The maximum number of passengers will be displayed in the bus.

12.2 Children under the age of eight must be seated and with an adult.

12.3 You cannot bring animals on the transfer bus unless we and the driver agree.

12.4 Do not place luggage and personal belongings in the aisles or standing areas.

12.5 The driver may refuse to help you load heavy luggage.

12.6 The driver is responsible for the safety of the bus. The driver may ask any passenger they believe to be a danger or potential danger to the bus or its passengers to leave the coach or prevent them from boarding.

12.7 Check In Time Transport between the Car Park and the airport leaves at regular intervals. It is your responsibility to arrive at the Car Park in good time (a minimum of 1 hour prior to the earliest airline recommended check-in time is suggested) to enable you to arrive at the airport by the airline's recommended check-in time.

12.8 In the case of Meet and Greet if you arrive earlier or later than your pre-booked time we will endeavour to meet you as soon as possible.

## 13. Moving the vehicle

13.1 We will keep the vehicle in one of our car parks. You agree to us driving the vehicle within and between car parks on the public highways.



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## 14. Indemnity

14.1 You shall indemnify the Company and its staff for any loss, damage, actions and claims arising from breach of your Obligations contained in clause 7.1.2.

14.2 You acknowledge that:

14.2.1 you will be guilty of offences under Road Traffic and Vehicle Licensing Legislation if you permit the IPS's staff to drive the Vehicle on a road when the Vehicle is not in a roadworthy condition, does not have a current MOT certificate (if required by law), or at a time for which VED has not been paid (if required by law).

14.2.2 permitting the Vehicle to be driven on a highway in the circumstances referred to above may invalidate your and IPS's insurance policies and constitute an offence under Road Traffic Legislation.

## 15. Complaints Procedure

15.1 This procedure does not affect your right to take legal action.

15.2 If you believe your vehicle is damaged while in the car park or you lose the vehicle (or any of your possessions from the vehicle), you should

- Immediately let a member of staff know before you leave the car park;
- In the case of theft, report it to the police; and let your insurers know.

15.3 We will write and acknowledge a written complaint within five working days of receiving it.

15.4 One of our customer services team will deal with your complaint in the first instance.

15.5 As long as you can send us any extra information we may ask for and (if necessary) make the vehicle available for inspection, we will try to give you a written decision within 30 days.

15.6 If a complaint relates to damage to the vehicle, you must allow us to inspect the vehicle before repairs are carried out.

15.7 You can send us complaints by writing to the administration email address at [admin@interparkingservices.co.za](mailto:admin@interparkingservices.co.za), or by phoning 076 746 8291.

15.8 All calls to IPS are charged at the rate agreed with your phone service provider. Telephone calls may be monitored and recorded for training purposes.

## 16. Booking with a Third Party Service Provider

16.1 IPS's Liability

16.1.1 IPS acts as booking agent only for the service provider and is only liable to the customer for losses directly arising from its negligence in processing a booking.

16.2 Service Providers Terms & Conditions

16.2.1 All bookings are accepted subject to the service providers current terms and conditions. A copy of the service providers terms and conditions are available on request.

16.2.2 So far as not inconsistent with the service providers terms and conditions.

16.2.3 at Third Party car parks and car parks at hotels, cars are parked at their owner's risk.

16.2.4 the service provider accepts no responsibility or liability for any theft loss or damage to any personal property or loose items left within a vehicle whilst it is parked.

16.2.5 the service provider does not accept any responsibility or liability for any damage to the windscreen or any other glass in the customer's vehicle.

16.2.6 the customer shall inspect their vehicle and report any damage to the service provider prior to departure from the car park or in the case of meet and greet before leaving the airport.





16.2.7 the service provider accepts no liability for loss or damage unless and to the extent it is proved to be caused by the negligence of the service provider.

## 17. Customer Service

17.1 Any claims for loss or damage to vehicles or in relation to the quality of the service provided should be made to the service provider. IPS will on request provide contact details of the service provider.

17.2 Any queries and claims relating to the processing of a customer's booking should be made to IPS.

17.3 IPS's customer service number is 01342 859 536

17.4 All telephone calls to IPS are charged at the rate agreed with your telephone service provider. Telephone calls may be monitored and recorded for training purposes.

## 18. Changing the Conditions

18.1 Nobody can change these conditions unless the change is made in writing with our permission.

## 19. Definitions

19.1 'We' – Airport Inter Parking Services trading as IPS.

19.2 'You' – the customer whose name appears on the booking confirmation whether or not that person made the booking or is the vehicle owner.

19.3 'Vehicle' – the vehicle details of which appear on the booking confirmation.

19.4 'Car park' - the car park shown on the booking confirmation and any other car park we use in connection with it.

19.5 'Administration Address' – 496/1 Shannon Ave, Bredell AH, Kempton Park, 1619

19.6 'Parking Period' – the parking period inclusive of the dates shown on the booking confirmation.

19.7 'Meet and Greet' – the drive-up and drop-off parking service.

**Address:** 496/1 Shannon Ave, Bredell AH, Kempton Park, 1619

**Registered Name:** Airport Inter Parking and Projects

Registered in South Africa. Company Registration Number: 2019/105874/07

**Income Tax Number:** 9578724180

