

“TERMS OF SERVICE” FOR PREMIUM MEET & ASSIST SERVICES;

Firstly, thank you for booking with Gilded Globe, we value every individual client and strive to provide our maximum care and attention to everyone, equally.

Your specific airport service description and what is included, can be found on your confirmation & on our website, below please read the terms of service (“Terms of Service”), these are important and should be read carefully.

Gilded Globe Ltd, company number 10357758, registered office at 207 Regent St, London W1B 3HH, England / Gilded Globe LLC, business registration number 180806010590, registered office at 347 5th Ave, Suite 1402, New York City, NY 10016, USA (“Us/We”)

You understand and agree that these Terms of Service apply to the use of “Gilded Globe services” as detailed in these Terms of Service and the general [Terms & Conditions](#) and any additional terms that are notified to you during the booking process and made available to you in our website [Gilded Globe](#) or by such other means as We deem reasonable in the circumstances in relation to specific Gilded Globe services as may be amended by Us in our sole discretion from time to time.

Gilded Globe services are subject to availability and may change from time to time.

1. **Late booking** charges are as follows;
 - a. Made within **24 hours** of flight arrival/departure time may incur an additional charge of up to 50% of the total service cost (airport dependent).
 - b. Made within **12 hours** of flight arrival/departure time may incur an additional charge of 100% of the total service cost in certain airports.

2. **Amendments** to existing bookings which affect the service operationally, such as but not limited to; flight times/dates, increases in passenger numbers or services that call for additional airport agent or extended service;
 - a. Made within **24-12 hours** of flight arrival/departure time may incur an additional charge of up to 50% of the total service cost (airport dependent).
 - b. Made within **12 hours** of flight arrival/departure time may be seen as a cancellation and therefore receive full charges for original booking and full charges for new booking.

3. **Cancellation** of booking charges are as follows;
 - a. Within **48 to 24 hours** of flight arrival/departure time may result in 50% refund of total amount (airport dependent).
 - b. Within **24 hours** of flight arrival/departure/transit time – No Refund / full charges apply.

Note: charges stated are generally the maximum penalty, there are a small number of airports that have slightly higher charging rates, these will be communicated at time of booking, if applicable. Please also note that if we are able to waive/reduce charges then we will endeavor to do so.

4. Refunds: please note that refunds made following a cancellation will be paid minus the transfer fees incurred at the time of payment.
5. 'No shows' are charged at full rate.
6. Please note that on arrival services, your agent will either meet you at the aircraft door, top of the jet bridge or if the aircraft is parked at a remote stand you will either be provided with a tarmac transfer, where available, or your agent will be waiting at the terminal building where you enter.
7. For departure services, you will be met kerbside, unless otherwise stated in your service description and or via email.
8. Airport agent details are not always available, if they are then they will be sent to you the day before service or when available.
9. Bookings made at any time and changes to existing bookings are always subject to availability and not guaranteed.
10. Quotes & prices are based on travelling party arriving together as one group, if group is arriving at separate times / separate vehicles then additional service costs may be applicable. Services are applicable to entire travelling group and cannot be booked for part of the group.
11. Payment terms: first time clients, direct clients and bookings in excess of £2,000 total cost, will be required to pre-pay for the service, via online payment portal or via bank transfer. Following new clients first successful booking, we may then revert to post-service invoice and payment terms. Gilded Globe absorb all credit card fees for online payments under £2,000, for any invoice over £2,000 3% will be added to your invoice should you wish to pay by credit card, alternatively you can pay by bank transfer and avoid the 3% credit card fee. Any questions please contact accounts@gildedglobe.com.
12. By placing your booking, you agree to pay the fee displayed at time of booking and any additions/changes to the booking later added or communicated to you by Gilded Globe. The total amount due will be invoiced to you with payment terms stated. Upon receipt of the invoice you will have a period of 14-30 days (as agreed) to make payment, unless pre-payment is required (please see point 11 of this document). If payment is not made in this time, an interest charge of 1% of total monies owed will accrue per day. We then reserve the right to take legal action to regain money owed to Us.
13. Complaints: Please notify us via email reservations@gildedglobe.com within 3 working days of service date to raise any complaint you may have concerning a service. We will then fully investigate the issue raised on all sides, and fairly determine where the fault may lie, if the fault is with Gilded Globe then we may offer a discounted/complimentary service, if the fault is not found with Gilded Globe or its partners then the full booking cost will be enforced and recovered from the client. Gilded Globe will have the final say in such disputes. Should we choose, we shall not be held responsible for any direct disputes or claims that may occur between you and/or any co-travellers and the Supplier or its Representative. We shall not be legally liable for any costs, damages, losses or expenses related to such disputes.

14. Most services are for a maximum of 3 hours unless otherwise stated, this includes 30-60 minutes' prep duty time, additional hours will be chargeable on an hourly basis. If your service is a transit and over 3 hours this may be considered an arrival & departure, rather than a transit, you will be notified once booking is being processed.
15. Please note that the passengers are responsible for making themselves known to their greeting airport agent.
16. If the passenger has not arrived by the time 15 minutes has passed from the agreed meeting time on departure services, and no delay has been communicated to Gilded Globe or the greeting agent, the service will be cancelled, and full charges will be applicable.
17. Immigration Department and Airport Security Control have the final authority on whether to grant priority clearance to travellers, this is not guaranteed.
18. Passengers who require wheelchair assistance, have disabilities/injuries preventing them from walking or lifting bags, or with other special requirements should make these known at time of booking. If service failures transpire as a direct result of undisclosed information relating to this, then Gilded Globe shall not be liable, and full charges will apply.
19. Lounges offered are generally departure lounges only, standard time in lounge included in cost is 2-3 hours.
20. Tarmac transfer (car or minibus on ramp available in certain airports, in case aircraft is parked at remote stand). Tarmac transfer cancellation policy: 50% of the full fee may apply for cancellations made within 6 hours from the STA/STD of the relevant flight, (irrespective of whether the cancellation is due to the fact the flight is going to be parked at finger/jet-bridge instead of at a remote stand) this is airport dependent.
21. Gilded Globe or its International partners are not responsible for excessive or overweight luggage which is denied by the airline.
22. Gilded Globe or its International partners will not intervene in any dispute between an airline and passengers.
23. Additional passengers arriving for a service who have not been notified on booking may be refused, or additional charges may be applied following service.
24. All additional products/services requested during service, that have not been pre-booked, may incur charges which the client is liable for following the service.
25. Any additional products/services that have been pre-paid, if for any reason are not available to the passenger(s) on the service, through no fault of the passenger, shall be refunded in full by Gilded Globe (with the exception of point 20 in certain airports).

26. Client is responsible for providing necessary information to coordinate and deliver the service. Missed service due to incomplete, inaccurate, missing/late information or late arrival will not be eligible for refund.
27. Client is responsible for informing Gilded Globe of any changes to original itinerary. Failure to contact and cancel the service or make necessary changes in itinerary, within agreed timeframe, will result in full charges.
28. Passengers are responsible for ensuring that they meet the appropriate passport, visa and health requirements.
29. Passengers must be at least 18 years of age or accompanied by an adult.
30. Gilded Globe accepts no liability for losses, delays or disruptions incurred as a result of:
 - a. Incorrect/last minute (within 24hours) information being supplied to Gilded Globe
 - 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
31. Gilded Globe Ltd shall not be liable for any:
 - a. Loss of profits;
 - b. Loss of revenue;
 - c. Loss of use;
 - d. Loss of personal belongings;
 - e. Loss of or corruption to data or information; or
 - f. Indirect or consequential loss;
 - g. Death or personal injury;
 - h. Fraud or fraudulent misrepresentation.

If you have any further questions, please visit our [FAQ](#) section, where you will likely find your answer. Failing that please email reservations@gildedglobe.com.