

Terms and Conditions for Car Parking and Shuttle Service

Solent Parking Ltd (Trading as Southampton Port Parking)

1. **Introduction**

- These Terms and Conditions (“Agreement”) govern the use of the car parking and shuttle services provided by [Solent Parking Ltd] (“we”, “us”, “our”) at our park-and-ride facility near Southampton Port. 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 Southampton Port Cruise Terminals.

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.
- 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 Southampton Port Cruise Terminals on a scheduled or 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 Port.

5. **Liability and Insurance**

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

- Should we be found negligent or in breach of our obligations towards you, our liability will be limited to the loss or damage directly stemming from such negligence or breach, provided it is a reasonably foreseeable consequence of the same.
- It is understood that, like any parking service, we do not provide insurance coverage for you, your vehicle, or the contents within. As the vehicle owner, you are responsible for ensuring that your vehicle and its contents are adequately insured.
- We are not liable for:
 - Damage to your vehicle, including but not limited to windscreens, wing mirrors, aerials, punctures, wheel scuffs, chip marks, minor scratches, dents, mechanical or electrical failures, or any other events beyond our control.
 - Damage caused by weather, tree sap, bird droppings, or other environmental factors.
 - Fire, theft or damage caused by third parties not associated with our company.
 - Any 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 parked at our secured facility, but you leave your vehicle at your own risk.
- Matters covered by your car, holiday, household, motor, or any other specific insurance policies fall under your jurisdiction, and you should seek protection under those policies as a first precaution.

6. Exclusion of Liability for Certain Conditions

- We are not responsible for direct or indirect consequences of force majeure, terrorism, catastrophe, adverse weather conditions, industrial actions, flight cancellations, loss of baggage, traffic conditions, vandalism, failure of third parties to comply with their obligations to you, or criminal activities.
- Natural deterioration of the vehicle's condition while parked at our secured facility is not covered.
- Property left unattended in your vehicle, on our premises, or in courtesy vehicles and trailers is not our responsibility.
- We do not cover any consequential losses, including but not limited to the costs of car hire, hotels, meals, or other expenses incurred by you.
- Delays resulting from incorrect information provided in the booking form are not our liability.
- Claims you make after you have collected your vehicle from us.

7. **Customer Responsibilities**

- You must remove all valuables from the vehicle before leaving it at our secured facility.
- You must retain your booking confirmation.
- You are responsible for notifying us in advance of any change in return times or delays.
- Extended Stay:
 - Additional charges apply for parking beyond the booked period, and we will charge you for the extra days at the full daily price that applies at the time. Vehicles unclaimed after a reasonable period may be considered abandoned and disposed of, with efforts made to contact you beforehand. We may retain your vehicle until you have paid the full amount due

8. **Cancellation and Refunds**

- Cancellations made 14 days prior to the booked arrival time will receive a full refund.
- Cancellations made less than 14 days prior to booked arrival time will receive a full refund minus a £20 administration charge to cover our costs in organising a car with driver for your transfer.
- No refunds are provided for cancellations within 48 hours of booked arrival time unless this is due to the cruise line fault.
- No refunds will be given for no-shows.
- Amendments to bookings may be made subject to availability and potential charges.
- To cancel you must put your claim in writing to reservations@southamptonportparking.com

9. **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.

10. **Privacy**

- We may collect information to use solely for service provision and booking processing and follow compliance with the Data Protection Act 1998 and the General Data Protection Regulation (GDPR).
- Your data is not shared externally nor provided to third-party providers, ensuring your personal information is kept secure and private.
- We may from time to time contact you regarding special offers, but not bombard your inbox, in which you can unsubscribe from our communications anytime.

11. **Vehicle Restrictions**

- Special Arrangements Required: Non-standard vehicles or over-sized vehicles may incur additional charges. Contact us for specifics.
- Adapted Vehicles: Check with us beforehand if your adapted vehicle can be accommodated.

12. **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.
- These Terms & Conditions which were updated on 01/08/2025 are designed to ensure clarity and mutual understanding between us and our customers. For further enquiries or clarifications, please contact us at reservations@southamptonportparking.com