

Forge Meet and Greet Terms

1. Liability & Vehicle Condition

1.1 Forge Meet and Greet will not accept any responsibility for loss or damage to your vehicle, including but not limited to tyres, trims, wheels, alloy wheels, windscreens, or any mechanical or structural failures.

1.2 Forge Meet and Greet will not be liable for any mechanical, electrical, or structural issues arising with the vehicle while it is in our possession.

1.3 Forge Meet and Greet cannot be held responsible for any existing rust, corrosion, or paint deterioration that may become visible during or after the vehicle's stay.

1.4 Forge Meet and Greet and its service partners accept no liability for minor surface marks, dents, or scratches that may not be visible under certain lighting or weather conditions.

1.5 Forge Meet and Greet will not be held responsible for glass damage, such as chips or cracks, under any circumstances.

1.6 Vehicles are not covered for theft, fire, flood, or natural disasters while in the custody of Forge Meet and Greet or its service partners.

2. Customer Responsibilities

2.1 Your vehicle must be fully taxed and comply with the Road Traffic Act. You will be liable for any fines, penalties, or consequential losses arising from failure to comply. Forge Meet and Greet reserves the right to refuse to accept your vehicle if it does not meet these requirements, and no refund will be issued.

2.2 Customers must remove all valuables before handing over the vehicle. Forge Meet and Greet will not be responsible for loss or damage to any personal belongings left inside.

2.3 Forge Meet and Greet and its service partners accept no responsibility for faulty keys, alarm fobs, or any personal keys left on the keyring. Customers must ensure the correct keys and instructions are provided to operate the vehicle. Any costs or losses resulting from failure to do so will be charged in full to the customer.

2.4 Customers are advised to retain a spare set of keys throughout the duration of the parking period.

2.5 If your vehicle is stopped or detained by the police or any enforcement authority due to customer negligence, Forge Meet and Greet will not accept liability for any resulting fines, penalties, or associated costs. The customer will be fully responsible for such charges, including any incurred by Forge Meet and Greet or its service partners due to customer negligence.

3. Claims & Damage Reporting

3.1 All damage claims must be reported before leaving the airport, while the vehicle remains under our care. Customers must inspect their vehicle upon collection and immediately report any concerns to the driver. Once the vehicle has been collected and the customer has left the airport premises, no claims or service issues will be accepted.

3.2 Any complaints or claims must be submitted within 5 days of receiving the vehicle on return. Claims made after this period may be declined, and no refund or compensation will be provided.

3.3 If you notice any damage to your vehicle that was not recorded prior to handover, you must document it clearly on the return form with your signature and date, and take clear photographs showing the damage, the car registration, and the airport terminal in the background. Failure to provide this evidence will result in the claim being rejected.

3.4 Forge Meet and Greet and its service partners reserve the right to arrange repairs at an approved facility of our choice.

3.5 Should repairs be necessary due to proven negligence by our service provider, such repairs must be completed by a Forge Meet and Greet approved repair centre. Any delivery, collection, or dealership arrangements are the responsibility of the customer. Authorization for dealership repairs will not be provided, even if the vehicle's warranty may be affected.

4. Vehicle Handling & Operations

4.1 Your vehicle will be stored in a secure compound. During busy or long-stay periods, your

vehicle may be moved to a site facility up to 3 miles away (one way).

4.2 If your vehicle fails to start, suffers a puncture, or develops any issue preventing return delivery, Forge Meet and Greet reserves the right to charge a reasonable fee for time and expenses incurred in returning the vehicle.

4.3 If Forge Meet and Greet is required to collect you from the terminal due to your vehicle's mechanical failure (where this service is not included in your booking), additional charges may apply.

4.4 Forge Meet and Greet will make every reasonable effort to return your vehicle as promptly as possible after your call, usually within 10 minutes. However, this may vary depending on traffic, weather, and airport conditions.

5. General Conditions

5.1 Forge Meet and Greet and its partners are not responsible for any paint discolouration, scratches, or dents that may become visible after a vehicle wash, valet, or due to severe weather exposure.

5.2 Should any of these terms be deemed unlawful or invalid, the remaining clauses will continue to apply in full.

5.3 These terms are governed by English law and subject to the exclusive jurisdiction of English courts.