

# Pennine Way Bag Transfer

## Terms and Conditions

The terms and conditions apply if the baggage transfer is booked directly with ourselves or through a third party such as an accommodation provider or holiday company who are booking the transfer on your behalf.

### **Booking:**

We reserve the right to decline any booking.

On acceptance of your baggage transfer request we will issue a confirmation email which it is your responsibility to check that all the details are correct. If there should be any discrepancies these must be notified to ourselves immediately by either telephone or email.

### **Payment:**

Payment is due within seven days of receipt of our confirmation email.

Please telephone to make payment by debit card or credit card.

A receipt will be issued when your payment has been received.

If payment is not received within the 7 day timescale we reserve the right to cancel any baggage transfers which you have booked. We will notify you by email if the booking is cancelled as a result of non-payment.

### **Cancellation:**

Should you wish to cancel your baggage transfer up to 7 days before the date of first baggage transfer we will refund any amount paid in full to the card details provided at the time of booking.

Any cancellation requests received with 7 days of the first baggage transfer date will be non-refundable.

### **Baggage Restrictions & Limits:**

Bags should weigh no more than 20 kilos. Any bags which weigh in excess of 20 kilos will be charged for an additional bag.

Bags should be standard suitcases, rucksacks or camping equipment, which are securely packed without any separate or loose items.

Please ensure your baggage is locked.

Please ensure your baggage is ready for collection by 8.30am with the baggage labels supplied to you attached.

We will deliver your baggage by 4.30pm at the latest, however there may occasionally be circumstances beyond our control which could cause a delay for example weather conditions, road closures or traffic accidents. If we are prevented from delivering your luggage we will endeavour to transfer it to your next destination so you will be reunited with it the following day.

We do not accept responsibility for the security of baggage which you request to be delivered to a place where there is nobody to accept it. Please ensure your chosen destination is aware of the baggage transfer arrangements.