

A door to door London transfer service to/from Heathrow & Gatwick Airports or *London Stations to central London Hotels.

City transfers UK is a convenient, door to door, airport transfer service operating between central London and Heathrow & Gatwick Airports. Looking for a Private transfer from your hotel to a major London Train stations or vice versa? City Transfers also offers a convenient door to door private service.

General information

Shuttle Bus Transfer Service

The combined benefits of taking one of our shuttles beat any other airport transfer experience:

- Convenience - a door to door service 24/7
- Cost - our central London to Heathrow service is less than half the price of a taxi to the airport
- Comfort - A maximum of 8 passengers per vehicle means less stops and less waiting time
- Speed - access to express bus and taxi lanes avoids delays
- Punctuality - traffic management and flight data systems help us deliver you on time
- Responsible travel - a shared ride reduces your carbon footprint

Private Car Transfer Service

- Convenience - a door to door service 24/7 from central London Hotels or Heathrow/Gatwick Airport to London Train stations
- Comfort - A private car for 1 - 3 passengers
- All drivers have mobile phones in their cars and are gps tracked.
- Considerably cheaper than taxis from hotels to train stations
- **Inbound: Passengers are met on arrival platform by a driver with a nameboard. Waiting time is 30min from time of arrival.**
- **Outbound:** Passengers need to be checked out and waiting by concierge desk in lobby at confirmed pick up time. Pick up time is generally 120 minutes before the train departure.

London Heathrow/Gatwick Airport Inbound

- Having cleared Customs, passengers meet their driver at the information desk in the Arrivals Halls of each Terminal. Drivers will hold a "City Transfers UK" board with clients' name.
- Should clients not be able to locate their driver or are delayed airside, they must phone the following free call number: 0800 389 8368 (or landline 208 969 2777). Driver will wait for 90 minutes after which time clients will have to make their own way and will not receive a refund.
- Flights are met individually so clients do not need to wait for the next scheduled vehicle to arrive. Clients will wait a maximum 30 minutes for their transfer to depart.
- On arrival at your hotel, your luggage is unloaded and the driver/concierge takes it into the hotel foyer.

Outbound Service

- Passengers have to phone City Transfers UK Res Centre 48 hours before their day of departure, quoting their name, hotel name & room number, date of departure. The reservations office is manned 24 hours a day this **applies to all transfers.**
- A 30 minute time window will be given to the client for the pick-up, with that window usually being about 3 hours before their flight check-in time.
- Passengers must be checked out and waiting by the concierge desk in the hotel lobby, with their luggage, at the commencement of the 30 minute pick-up window.
- On arrival at London Heathrow, the driver locates a luggage cart for the passenger and directs them to the check-in area for their flight.

Children & Disabled Passengers

Children, regardless of age, count as one passenger. It's important to advise children's ages when making a booking so

that a baby capsule/special seating can be provided.

Passengers with wheelchairs, or other disabilities, can be transported by City Transfers UK on the private car service, but only on a request basis. Please contact us for further information.

Hotels Covered by City Transfers Shuttle Service/Private Transfer

City Transfers UK service over 1000 hotels, they are unable to provide a full listing of properties.

Please note City Transfers UK only service hotels of a 2 star standard or above and do not service B&Bs, guesthouses, pubs or hostels. They do service a few YHA hotels, but only when booked direct by that organisation.

As a rough guide, the boundaries are Hammersmith to the west, Tower Bridge in the east, Regents Park up north and the River Thames down south.

Areas covered include: Bayswater, Belgravia, Bloomsbury, Chelsea, Covent Garden, Earls Court, Euston, Hammersmith, Holborn, Kensington, Kings Cross, Knightsbridge, Marylebone, Mayfair, Notting Hill, Paddington, Pimlico, Regents Park, Soho, St James's, St John's Wood, Tower Bridge, Victoria, West End, Waterloo, Westminster, Whitehall.

London Rail Stations covered by Private Transfers

Kings Cross, St Pancras, Liverpool St, Charing Cross, Victoria, Paddington, Marylebone, Euston, Waterloo

Departures

London Heathrow Airport & Gatwick Airport

We meet and connect to every flight.

London Train Station to central London Hotels

We meet and connect to every Train.

City Transfers UK operates daily year round including Christmas Day.

Subject to change without notice

Conditions

- Reservations compulsory. Bookings must be booked at least 10 days prior to travel.
- Bookings for travel on Christmas day must be booked at least 7 days prior to departure.
- Large items such as skis, surfboards, wheelchairs (excluding foldable) & golf bags are not permitted under any circumstances. Likewise, any excessive luggage requirements (more than airlines permit under standard ticket terms) should be checked with City Transfers UK at time of booking. Additional charges apply.

Refunds

- 25% cancellation fee+ GST (only in Australia) if the reservation is cancelled minimum 72 hours prior to the confirmed date and time. Non-refundable thereafter.
- Bookings are non-refundable if cancelled within 72 hours prior to confirmed date and time.