

Chauffeur Drive Terms and Conditions

1. The Chauffeur Drive facility is only available to Business Class customers holding eligible tickets ("Eligible Customers").
2. Chauffeur Drive is only available for bookings made on BD(236) ticketing stock or BA(125) ticketing stock if the booking is made via a BA call centre or ba.com.
3. Chauffeur Drive is only provided on bmi operated flights with a BD prime flight code and number. Flights operated by a codeshare partner (e.g. BA/Transaero to/from Moscow) are not eligible for the Chauffeur Drive facility on that sector.
4. The free Chauffeur Drive service is available for departing and arriving bmi customers who have booked under a bmi flight code prior to services migrating to British Airways from Aberdeen, Belfast City, Dublin, Edinburgh, London Heathrow and Manchester, to and from the following remaining bmi routes with a bmi flight code and number: Almaty, Amritsar*, Baku, Beirut (BD996/997 only), Bishkek, Cairo, Dammam, Freetown*, Jeddah, Khartoum*, Moscow, Riyadh, Tbilisi*, Tehran*, Yerevan (*car available to and from UK/Republic of Ireland points only).
5. Chauffeur Drive will no longer be offered for new bookings from 1 July 2012. Bookings made before 1 July will be honoured.
6. Chauffeur Drive is no longer eligible on services to Amman and Beirut (flight numbers BD906/907) which have moved to a BA flight code from 11 June 2012 for travel from 4 July 2012. However bookings made before 11 June will be honoured.
7. Chauffeur Drive is only available for transportation from and/or to eligible zones. Chauffeur Drive must be booked via the bmi call centre at least 24 hours before the scheduled flight departure time of the relevant flight to guarantee availability.
8. Chauffeur Drive is available to book via your GDS (see Chauffeur Drive booking guidelines) or through bmi call centres: 0844 848 3322 (UK) +44 (0)1332 646409 (Overseas) If making a booking with the call centre, the following information for the Eligible Customer will be required: (i) flight number(s); (ii) full name; (iii) full pick up address for transportation to the departure airport; (iv) full drop off address for transportation from the destination airport for onward transportation; and (v) contact telephone number to arrange collection for transportation to the relevant airport(s). We cannot make a Chauffeur Drive booking unless the customer provides a mobile phone number that will work in the country where the pick up is requested.
9. bmi will attempt to confirm the Eligible Customer's pick up time within one hour of the booking request. bmi's Chauffeur Drive provider will reconfirm the pick up time to the Eligible Customer between 24 and 10 hours prior to the scheduled time of flight departure. If the Eligible Customer is unable to be contacted within that timescale, the transportation will be automatically cancelled for both to airport and from airport journeys.
10. Eligible Customers can be accompanied by up to two companions or family members and a total of three bags. If numbers of people and/or bags are in excess of this then bmi must be notified of this requirement when making the Chauffeur Drive booking. bmi's acceptance in transporting additional persons and/or bags is entirely at bmi's discretion.

11. For transportation to the airport for departure, if the Eligible Customer is not at the specified pick up point within 15 minutes of the agreed time, the assumption will be made that transportation to the airport and any onward transportation from the destination airport is no longer required and will be cancelled.
12. For transportation from the airport on arrival, if the Eligible Customer is not at the specified pick up point within 45 minutes of the arrival of the aircraft, the assumption will be made that transportation is no longer required and will be cancelled.
13. The provision of transportation to Eligible Passengers is provided free and has no financial value. Under no circumstances will any person be entitled to any refund, discount or credit of their flight ticket in the event Chauffeur Drive is not taken advantage of or otherwise provided.
14. The Chauffeur Drive provider will aim to get the Eligible Customer to the airport 75 minutes prior to the scheduled time of departure for UK and ROI airports, and 90 minutes for all other airports. In some countries, due to additional security processes we will aim to get the Eligible Customer to the airport earlier than 90 minutes. It is strongly recommended that any advice of the Chauffeur Drive provider is taken with regards to pick up times to accommodate these aspirations - although the customer may request an earlier pick up time if they prefer.
15. Where the Eligible Customer's flight schedule is changed or cancelled by bmi, the Chauffeur Drive booking will also be changed accordingly and the amended pick up times notified to the customer.
16. There may be restrictions on baggage. bmi must be made aware of any requirement to carry sporting equipment or outsize baggage. Agents must enter the details of any sporting or outsize baggage equipment the Eligible Customer intends to carry and send the same to the Chauffeur Drive provider under supplementary information.
17. If the Eligible Customer requires special assistance to/from the car or is travelling with their own wheelchair, bmi must be made aware of the same and agents must enter these details into the booking and send the same to the Chauffeur Drive provider under supplementary information. The Call Centre agent should also check WCHC/S/R details have been entered at time of booking.
18. Where an Eligible Customer's pick up point involves a compound, it is the Eligible Customer responsibility to notify the compound that a Chauffeur Drive provider will be picking them up, so that Chauffeur Drive entry to the compound will be permitted.
19. Chauffeur Drive services are provided by third party suppliers. bmi is not responsible for the acts or omissions of such suppliers, nor for any deficiency in the facilities and services offered. bmi has no liability for loss. bmi has no liability for personal injury or death other than arising out of bmi's negligence nor for any failure to make flight check in on time as a result of any delay or failure of the Chauffeur Drive nor any consequential losses flowing therefrom.
20. Amendments to Chauffeur Drive services must be advised at least 8 hours before the scheduled flight departure time of the relevant flight to guarantee the ability to change the booking.
21. If an Eligible Customer fails to cancel his or her transportation and the car arrives at the appointed time/place and is not used, Chauffeur Drive cannot be rebooked in conjunction with the same ticket.
22. Chauffeur Drive is not available on complimentary tickets or upgrades.
23. If the Eligible Customer is travelling with an infant or child, bmi must be made aware of the same.