

## FAQs

Q. Is there a saving booking a taxi through Taxis Stansted Airport rather than get a taxi at the Stansted Airport Braintree Taxi booking desk?

A. Yes, in fact it is much cheaper, especially on longer trips. At Airport Taxis Braintree we don't have the overheads of an expensive Airport Taxi Desk and staff and this saving is passed on to you the customer.

Q. How do I find my driver at the Airport?

A. He will be in the arrivals hall as you exit customs with your name on a 'Meet & Greet' board, you will be sent his contact number and he will have yours. Be sure to let us have your mobile number and turn on your phone when you leave the plane.

Q. Will I have to pay any extra charges if my plane is delayed?

A. No, we will track your plane's 'Live' progress before it arrives and know when you have landed. This way we have a car ready for you when you have collected your baggage.

Q. Is Your Company licensed and fully insured?

A. Yes, We are licensed by the local council and all our drivers have a full C.R.B. check. All our vehicles are fully comprehensively insured.

Q. Can I make a booking on line?

A. Yes, Just enter your details on the 'Quote' form and you will be sent a quote by return. It is then up to you if you would like to make a booking, if you want to confirm just return the email or call us directly.

Q. What do I do if I don't know the postcode?

A. Just fill in as many details as you can and we will find your destination and email your quote to your inbox as quickly as possible.

Q. What happens after I confirm my booking and accept the quote?

A. We will book your confirmation for a transfer and we will send you an email to confirm the booking. We will then either email you the driver's details or he will send these by SMS to your mobile.

Q. What happens if I haven't received confirmation and my transfer is imminent?

A. Please call us directly and we will deal with your booking as quickly as possible.

Q. Will you meet us anytime of day or night?

A. Yes, all bookings at Braintree Taxis Stansted Airport are pre-booked and we provide a 24hr service.

Q. Can I smoke in the car?

A. No. Taxis Stansted Airport operates a strict non smoking policy in all their vehicles and it is also against the new employment laws to allow smoking in Stansted Airport Braintree Taxis