

Dakota Manchester Airport

Parking, Airport Transfer (Shuttle) Terms and Conditions

These terms and conditions apply to all parking, valet parking and airport transfer (shuttle) services provided at Dakota Manchester Airport by Dakota Hospitality Limited, referred to in these terms as the “Hotel”, “Company” or “Dakota”. The Hotel’s registered address is 7 Enterprise Way, Manchester, M90 4AD.

By booking or using any parking, valet parking or airport transfer services, you agree to be bound by these terms and conditions. These terms apply whether services are pre-booked or used on arrival.

1. Definitions

For the purposes of these terms:

- 1.1. “Hotel” means Dakota Hospitality Limited, being the operating company providing parking, valet parking and airport transfer services at the property.
- 1.2. “Guest” or “Vehicle Owner” means the person booking or using the services and includes any person acting on their behalf.
- 1.3. “Vehicle” means any car, van or other motor vehicle accepted for parking or valet services.
- 1.4. “Valet Parking” means a service whereby a Hotel representative takes custody of a Vehicle for the purpose of parking it in a designated location and returning it upon request.
- 1.5. “Non-Resident Parking” means parking provided to individuals who are not staying overnight at the Hotel.
- 1.6. “Control of the Vehicle” means the period during which the Vehicle is being physically driven or handled by a Hotel representative.
- 1.7. “Designated Parking Location” means any on-site or off-site parking facility used by the Hotel, including third-party operated facilities.
- 1.8. “Airport Transfer” or “Shuttle” means a pre-booked ground transportation service provided by or on behalf of the Hotel between the Hotel premises and a designated passenger drop-off or collection point at Manchester Airport terminals. The service does not include portage, check-in assistance, or transportation beyond the agreed drop-off or collection point unless expressly agreed.

2. Vehicle Parking

2.1. Fee Structure

- 2.1.1. Valet parking is subject to a fee per vehicle, per night. The fee covers the period of 15:00 on the day of arrival until 12:00 noon on the day of departure. Should you exceed the stipulated time frame, additional charges may apply.
- 2.1.2. Non-resident parking is available to guests attending the Hotel's Bar, Grill and/or Events functions and is subject to availability. The following charges apply to non-resident visitors only and are payable on exit:
- Up to 3 hours – £10.00
 - Up to 6 hours – £15.00
 - Up to 12 hours – £20.00
 - Over 12 hours – the standard nightly parking rate applies.
- 2.1.3. Should a guest's departure be delayed beyond their original booked departure time, a complimentary grace period of up to six hours will be applied. Thereafter, additional charges will automatically be applied to the guest's bedroom reservation and will be payable upon collection of the vehicle, as follows:
- Up to 9 hours – £10.00
 - Up to 12 hours – £15.00
 - Up to 24 hours – £20.00
 - Over 24 hours – from £30.00 per day
- 2.1.4. Blue Badge holders will receive a £5.00 reduction on the cost of valet parking, subject to availability and when pre-booked. To ensure a smooth arrival, please contact the Hotel prior to your visit with your estimated arrival and departure times. This allows the Hotel to prepare for your arrival and apply the adjustment accordingly. Once arranged, simply pull up to the hotel entrance and present your keys to our team.

2.2. Logistics

- 2.2.1. The Hotel must be informed of all amendments to the guest's booked departure time at the earliest opportunity, and prior to the expiry of the complimentary grace period.
- 2.2.2. For the avoidance of doubt, in the absence of booking a valet service, you are required to park your own vehicle.
- 2.2.3. A valet parking service may be provided on a pre-booked basis. Guests who do not book valet parking in advance of their arrival are not guaranteed the service due to limited spaces available.
- 2.2.4. Our team and valet service operates between 08:00 and 22:00. Where prior notice is given that a guest will require access to their vehicle outside of these hours, the Hotel will use reasonable endeavours to accommodate the request, however, this cannot be guaranteed.
- 2.2.5. Where this is not possible, guests will be required to retrieve their vehicle themselves.

- 2.2.6. Guest car keys will be stored securely by the Hotel in a lockable safe. Guests are requested to remove any house keys, access fobs or other keys that are not required for the operation of the vehicle before handing keys to our team.
- 2.2.7. All vehicles access the Hotel car park via the HALO vehicle recognition system, which has a maximum height restriction of 2.1 metres. Where a vehicle exceeds this restriction alternative parking arrangements will be arranged by our team.

2.3. Car parking location

- 2.3.1. Cars may be parked in either of the following two locations:
- On Hotel grounds, including areas to the side or rear of the property; or
 - In a shared partner car park, approximately a 3-minute walk from the Hotel (Enterprise Way, Manchester Airport, M22 1PP).
- 2.3.2. The specific parking location of any Vehicle is determined by the Hotel for operational reasons, and guests are not able to request or select a particular location.
- 2.3.3. There is no difference in price, fee structure, or level of service offered based on the parking location allocated.
- 2.3.4. The allocation of a parking location does not affect the Hotel's liability position, which shall apply consistently regardless of where the Vehicle is parked in accordance with these terms.

2.4. Insurance and liability

- 2.4.1. The Hotel accepts responsibility for the vehicle only while it is under the control of a hotel driver. Once the vehicle has been parked and is no longer being operated by a hotel driver, responsibility passes back to the vehicle owner and their insurer.
- 2.4.2. The Hotel's motor insurance provides cover for vehicles with a market value of up to £250,000 at the time of arrival.
- 2.4.3. For vehicles with a market value exceeding £250,000, the Hotel's insurance shall not apply to any amount above this limit. The vehicle owner shall be solely responsible for any loss, damage, or costs exceeding this value.
- 2.4.4. All valuables must be removed from the vehicle or securely concealed before the vehicle is handed over. The Hotel accepts no liability for loss or damage to personal possessions left within the vehicle, unless caused by the Hotel's negligence.
- 2.4.5. By purchasing valet parking, the driver confirms that the vehicle is lawfully owned or used with permission, correctly taxed, roadworthy, insured, and has sufficient fuel or charge for safe operation to and from the designated parking location.

- 2.4.6. The Hotel will record the condition of the vehicle on arrival and departure using photographic and/or video footage, including an image of the mileage upon receipt. This data will be retained in accordance with the Hotel's Privacy Notice and GDPR requirements.
- 2.4.7. Once the vehicle has been returned to the guest, any damage reasonably believed to have occurred during the valet parking service should be reported to the Hotel as soon as practicable and no later than five (5) calendar days so that the matter can be investigated.
- 2.4.8. Where photographic or video evidence taken at arrival and/or departure shows that the damage was present prior to the vehicle being handed to the Hotel, or occurred after the vehicle was no longer under the control of a Hotel driver, the Hotel will not accept liability.
- 2.4.9. Where damage is caused to a vehicle, or a collision occurs as a result of the negligence of a Hotel driver, the matter will be managed through the Hotel's insurers. Where appropriate, a courtesy vehicle may be provided while repairs are completed by an insurer-approved repairer.
- 2.4.10. The Hotel does not accept responsibility for loss of or damage to vehicles or property once a vehicle is parked and no longer under the control of a Hotel driver, or where a vehicle is driven, moved, or accessed by the vehicle owner. This also applies to vehicles parked within third-party car parks that are operated independently of the Hotel.

3. Airport Transfer Service

3.1. Definition of Airport Transfer

For the purposes of these terms, an "Airport Transfer", also referred to as a "shuttle", means a pre-booked ground transportation service provided by or on behalf of the Hotel between the Hotel premises and a designated passenger drop-off or collection point at Manchester Airport terminals. The service does not include portage, check-in assistance, or transportation beyond the agreed drop-off or collection point unless expressly agreed.

- 3.2. The Hotel offers a complimentary Airport Transfer service to hotel guests as follows:
- A hotel guest is provided with one transfer, either to or from the Hotel to their chosen terminal at Manchester Airport, per stay
 - A hotel guest who has booked valet parking is provided with two transfers, namely to and from the Hotel to their chosen terminal at Manchester Airport, per stay
- 3.3. The Airport Transfer is provided subject to availability and must be pre-booked in advance. Bookings are only confirmed once acknowledged by the Hotel. The Hotel accepts no responsibility for any flights, connections, or onward travel arrangements missed by guests, except where caused by the Hotel's proven negligence.

- 3.4. The Hotel will take all reasonably practicable steps to operate transfers in accordance with the confirmed booking time. Transfer times provided by the Hotel are indicative only. The Hotel shall not be held liable for missed flights or delays resulting from traffic conditions, accidents, road closures, mechanical issues, weather conditions, airport congestion, security delays, or any other events outside the Hotel's reasonable control.
- 3.5. Guests are responsible for allowing sufficient time between their booked transfer and flight departure or arrival time. The Hotel does not guarantee arrival at the airport within any specific timeframe.
- 3.6. Where an incoming flight is delayed, the Hotel will make reasonable efforts to rearrange transport to minimise disruption. However, this cannot be guaranteed, and guests must notify the Hotel as soon as possible of any delay. If the guest fails to notify the Hotel of delays, the transfer may be treated as a no-show.
- 3.7. To ensure continuity of service, the Hotel may subcontract Airport Transfer services to third-party providers. Where third-party providers are used, they will operate under their own terms and conditions, and the Hotel's liability for their acts or omissions shall be limited to the extent permitted by law.
- 3.8. The Airport Transfer vehicle can accommodate a folded wheelchair. However, for safety reasons, passengers must transfer into a fixed vehicle seat for the journey. Guests with mobility or accessibility requirements are encouraged to contact the Hotel in advance so suitable arrangements can be explored where reasonably possible. The Hotel cannot guarantee that all accessibility requirements can be accommodated.
- 3.9. Child car seats are not provided. Passengers may bring their own, provided they are suitable and can be safely installed. The installation and use of any child seat remains the responsibility of the guest.
- 3.10. Luggage is carried at the guest's own risk. The Hotel accepts no responsibility for loss or damage to luggage unless caused by its negligence. The Hotel may refuse to carry items which are oversized, unsafe, or unsuitable for the vehicle.
- 3.11. Guests must be ready at the agreed collection point at the confirmed time. The Hotel reserves the right to depart if a guest is not present within a reasonable waiting period.
- 3.12. The Hotel reserves the right to withdraw, amend, or suspend the complimentary Airport Transfer service at any time. For the avoidance of doubt, any Airport Transfer confirmed as part of an existing booking will be honoured. However, the Hotel reserves the right to amend or withdraw the offer for all future bookings without prior notice.