

Terms & Conditions

Authorized Drivers:

Only designated drivers are permitted to operate company vehicles.

Responsibility for Delays:

The Company holds no liability for delays, regardless of the cause.

Safe Driving Practices:

Drivers will adhere to reasonable speeds, considering road conditions and traffic, to ensure passenger safety.

Optimal Routing:

Unless instructed otherwise, drivers will select the most efficient route deemed appropriate for the journey, without necessitating the shortest path.

Luggage Allowance:

A reasonable amount of standard passenger luggage is permissible. However, excessively large or heavy items, at the driver's discretion, may not be accommodated without prior notification to the company 24 hours in advance.

Vehicle and Driver Substitution:

While every effort is made to maintain continuity with the same car and driver, the Company reserves the right to substitute vehicles or drivers as needed to fulfill service requirements.

Parking Fees:

Car parking charges will be invoiced at cost, with the exception of one hour of complimentary waiting time included in airport arrival transfers. Additional Charges: Extra charges will be calculated based on the standard time and mileage rate or hourly rate, whichever is greater, for services exceeding the original booking. Gratuity is at the discretion of the client.

Payment Terms:

Full payment must be settled prior to the commencement of services. Cancellation Policy:

Cancellation charges apply as follows:

- Airport Transfers (Cars): 24 hours

- Tours and Hourly Hire: 48 hours - Guiding Services: 7 days

Currency:

All rates quoted are in GBP (Great Britain Pounds) unless otherwise stated.

Accepted Payment Methods:

The Company accepts major credit cards, including American Express, Visa, Mastercard, and Switch/Maestro.

Price Adjustments:

Prices are subject to change without prior notification.

COMPLAINTS RECORD To be kept for 12 Months

Ref No : _____ Handled BY : _____

Date Complaint received : _____

Date and Time of related booking : _____

Driver Name and call sign : _____

Vehicle Registration No : _____

Details of Complainant: Name : _____

Address :

Phone No :

Email :

Details of Complaint :

Details of investigation carried out :

Does complaint require PHV/105 form to be completed and sent to TFL due to driver dismissal?
SEE GUIDANCE ON HOW TO REPORT CRIME FORM

Investigation Outcome :

Company Representative Name:

Company Representative Signature: _____

LOST/FOUND PROPERTY

Ref No: _____

Handed In By: _____

Vehicle registration (where property found) _____

Date Property received: _____

Date and Time of related booking: _____

Customer Details: Name - _____

Address :

Phone No :

Email :

Details of Property: (Identifying Marks) _____.

Method/Enquiry to return property:

Result/if disposed of how was it disposed of?

Company Representative Name:

Company Representative Signature:

Customer signature on return of property :

PRIVATE HIRE DRIVER

All legitimate insurance products issue receipts. Remember you

Driver Information

Surname:

First & Middle Names:

Address:

Photo
Call sign

Post Code:

Date of Birth:

National Insurance No:

Private Hire Driver Licence No:

Driving Licence No :

Driving Licence Expiry Date :

Date first Available:

Date of Leaving:

Must have a Copy of Driving Licence Enclosed:

Must have a Copy Of Private Hire Driver Licence Enclosed:

Driver Restart Details

Subject to above details remaining unchanged

Name & Address of Keeper.

Restart Date.....

Finish Date..

.....

Restart Date.....

Finish Date

.....

Restart Date.....

Finish Date..

.....

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VEHICLE DETAILS

Vehicle Make :	Model :
Registration No :	Colour :

Start Date	Vehicle Ceased
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Start Date

.....
Vehicle Ceased

copy of MOT	enclosed	YES/NO	<u>copy of H&R Insurance enclosed YES/NO</u>
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Copy of Vehicle Registration Document Enclosed (VS) YES 1 NO

ATTACHED DOCUMENTS

MOT CERTIFICATE _____ Renewable 6 months after NSL inspection

INSURANCE DOCS Insurance Cover notes should be kept for 12 months whilst
vehicle is in service.

All driver and vehicle records must be kept for a minimum of 12 months
after a driver has left your Employment