

Terms and Conditions:

Introduction

These terms and conditions (the "Terms") apply to the use of our private hire vehicle services (the "Services") by you, the customer. By using the Services, you agree to be bound by these Terms. If you do not agree to these Terms, you must not use the Services.

Definitions

In these Terms, the following definitions apply:

"1998 Act" means the Private Hire Vehicles (London) Act 1998.

"Transport for London" or "TFL" means the governmental body responsible for the regulation of transport services in London.

Our Services

We offer private hire vehicle services to customers in London. Our Services include the provision of a private hire vehicle and a driver to transport customers to their desired destination, up to 8 passengers in our largest vehicle.

Smoking and Alcohol

Smoking and the consumption of alcohol is not allowed in any of our vehicles.

Booking and Payment

Customers may book our Services by phone, email, or through our website. All bookings must be confirmed by us in writing or by email. Payment for the Services can be made in advance or on the day.

Cancellation and Refunds

Customers may cancel their booking at any time, but there will be a charge for cancellations made less than 24 hours before the scheduled pick-up time. If a customer wishes to cancel a booking more than 24 hours in advance, a full refund will be given.

Contractual Obligation

As a licensed private hire vehicle operator, we enter into a contractual obligation as principal with the person making the private hire booking to provide the journey which is the subject of the booking. This contractual obligation must be consistent with the 1998 Act and the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000, as amended by the Private Hire Vehicles (London) (Operators' Licences) (Amendment) Regulations 2022.

Insurance

We hold appropriate insurance coverage for all of our vehicles and drivers.

Damage to Vehicles

Customers are responsible for any damage they cause to the vehicle. We reserve the right to charge for repairs or cleaning if necessary.

Complaints

If you have a complaint about our Services, please contact us as soon as possible so that we can try to resolve the issue.

Termination of services

We reserve the right to terminate any service only if our drivers are at risk or the passenger is behaving aggressively or causing a disturbance.

Changes to These Terms

We reserve the right to make changes to these Terms at any time. Any changes will be posted on our website and will become effective immediately. Your continued use of the Services after any changes have been made will be deemed to be your acceptance of the revised Terms.

Governing Law These Terms and your use of the Services shall be governed by and construed in accordance with the laws of England and Wales.