

# The dreaded “*Small print*”....

As for any business operation, “*small print*” has to be in place and equally, available to the client. In reality, the information below is that of relative common sense, and, we believe nothing you are about to read, should give you **any** concerns or make you feel uncomfortable in dealing with us, *in any way*.

**However, if you should have any questions, then please feel free to speak with us.**

- 1]: The UK Private Hire industry unfortunately, currently LEGALLY operates on **unregulated driving hours**. To ensure our driving staff have maximum control, concentration and are fully road aware, (so removing potential and associated adverse driving issues, to our clients, other road users & our member of staff), we restrict all our road personnel to **10 driving hours** per day and up to **50 driving hours** over 5 days [working week], from 7 days [calendar week]. On long runs, we advocate a ‘coffee/comfort/smoke stop’ at 3-hourly intervals..... to the benefit of all on-board.
- 2]: On overnight and/or 2+ days away, driving staff are booked into accommodation, which you may wish to be the same establishment as to where you are staying -**or**- you may prefer our member of staff being in alternative accommodation -**or**- we will book them into logical, cost effective accommodation and charge back to yourselves.
- 3]: Prior to arrival at your pick-up location, we will make you fully aware of; **our drivers first name, type of vehicle arriving, colour and registration number. All vehicles used are totally non-sign written.** We attempt not to make your transfer obvious to others, especially domestic clients when requiring “*suitcase journeys*” and 2+ days away. We always look to arrive around 10>15 minutes before your pre-arranged departure time, giving you peace of mind and less concern of an *No-show* driver!! **You are never expected to leave any earlier than had been prior agreed and arranged.**
- 4]: We will always endeavour to be at your requested destination, by an agreed time. However, if due to the forces of nature and circumstances being beyond our control (i.e.; unknown/new road works, traffic incidents & similar), would be dealt with on the day, at the ultimate discretion of your driver, but they will always advise and consult with your good self/self.
- 5]: Any price/quotation given, for any journey/transfer, will have been mileage generated, by courtesy of “**RAC Road Maps**”
- 6]: Passengers/customers who openly rely on the use of a **Guide Dog** -**or**- **Assistance Dog**; we welcome you bringing into **any** of our vehicles. We only ask, that at the time you make your booking, that you inform us of the dog and that you will provide a blanket + a bowl and water for this specific animal, for when the vehicle would be stopping (for passenger breaks). Wherever possible, your dog would be positioned next to the handler’s feet (subject to the vehicle supplied), however, it may need to be housed in the rear section of the vehicle, **but it would not be placed into a boot well**.
- 7]: **Young children under 14 years of age:** **Your child is your responsibility (or that of the ‘nominated responsible adult’ present)**, and would be **your** (or the NRA’s), responsibility in both providing and using, a/any necessary **seat belt, booster or child seat**. However, due to current legislation laid down for use within the Private Hire Vehicle industry also under our Licensing Authority, **children up to three (3) years of age, may legally be carried WITHOUT using seatbelt or child seat/booster seat, where we are not informed of their intended presence, when booking the vehicle.** Equally no seatbelt is required for any person holding a current VALID MEDICAL EXEMPTION CERTIFICATE.  
  
**If when you book, we are not informed of an under 3 year old using the vehicle & the child has to be carried without any specialist seat, the child HAS to remain with you, sitting on your lap AT ALL TIMES. If you transfer the child around the vehicle whilst the vehicle is moving, your journey would be terminated WITH IMMEDIATE EFFECT. The full cost of your journey will still be chargeable to**

**UK**

**Passenger Direct and you would be responsible for any costs now incurred, by way of accessing alternative transport for the continuation of your journey.**

For Health & Safety plus Hygiene reasons, we **do not** provide any type of **booster/child seat**. We always recommend you to use your regular booster/child seat & if not required or wanted when arriving at the your destination, if you are returning with us (even if at a later date), we will keep the item in our care & re-use for your return transfer.

Where our driver transports the child/children and becomes the ‘nominated **responsible adult**’, it will be **their decision** as to what is required for the child’s safety and what has to be used throughout the journey (age/height relative).

Again, if requested, you have to provide the booster seat or child seat.

Should any U-14 not agree to wear a seat belt -OR- if they removver their belt en-route, the journey has to be halted. The journey cannot re-commence until the child refits & agrees to wear their seatbelt. **Equally U-12s are not legally permitted to sit in the front seat of any Private Hire vehicle.**

We cannot impose on any adult, to wear their belt, **with the exception of the person sitting directly to the rear of our driver**. Should the vehicle be stopped by a Police Officer, expect to receive a mandatory £60 fine, per person, for each person not wearing a belt **PLUS** the parent or’nominated responsible adult’ collects the fine if any U-14 year old in their care, are also caught without their belt on!! **You have been politely warned.....** ☺

**8]:** Additionally; under current legislation and wholly upheld by our Local Authority, smoking is not allowed within **ANY** vehicle we operate, which includes all types of ‘E-Cigarettes’. Should you require a “ciggy-stop”, just liaise with your driver **before** setting off. Our road staff may not personally smoke, but they do understand you may need to have one.

Although driving staff have both an open mind and take a sensible approach, if eating and/or drinking within any of our vehicles, should ANY form of soiling occur and our vehicle has to be taken out of service, it would be charged back to the client at the rate of **£100 per day**, on the basis of an ‘**vehicle off road**’ situation.

Loss or Damage caused by a/any passenger, to a/any part of a/any vehicle(s) being supplied by ourselves and used by booking, yourself and/or any person(s) with you, would be charged back to the individual/person/company that made the have at the Main Dealer’s supply and re-fitting price to ourselves, along with any pre-booked business we subsequently had to cancel, during the same off-road time-frame.

**9]:** Parking, toll-route/toll-bridge and [example], the London Congestion Charge, are **inclusive** for all customers and fully itemised on your billing plus we attempt to inform you of what additional charges you *may be responsible for*, at the time of supplying your quotation. Any further or additional charges incurred whilst en-route, are the responsibility of the client and would be invoiced for after the journey.

**10]:** On collections from airports, cruise terminal, ports, docks, ‘Eurostar’ & coach stations; we allow 75 minutes from the point of your landing, your vessel docking/you disembarking, etc. We fully monitor these arrival timings. The 75 minutes we allowed should be more than adequate time to disembark and reach your awaiting vehicle. Where required/requested time will meet you in the ‘Arrivals Hall’ and take you + your luggage back to your waiting vehicle. If additional waiting should be required, we charge from £30 per hour and applicable to the vehicle type being supplied at the time.

**11]:** It is the responsibility of a client, to inform our office, if for **ANY REASON**, you/the group, have **totally missed** your inbound connection (be it by aircraft, train, vessel, coach, etc), ‘thru sickness, personal injury, transportation delays, etc. We can then re-allocate this booking for a revised pick-up time and date, with no further cost incurred to you or your group (**excluding Public and Bank Holiday revised pick-up dates**). **However, you would be charged, in full, for an aborted transfer, where we are made aware of a/any arrival issue, AFTER our driver had left for your collection.**

**12]: All bookings are accepted on the basis, as fully described below:**

*irrespective  
3rd*

A): We may or may not request an initial deposit -OR- we may request the full payment for your booking, of one-way, return journey, delayed return journey (eg: returning after a holiday, etc), or for the requested party option of a/any transfer/using our service.

*previously  
automatically be*

B): If you cancel your booking **in excess of twenty four [24+] hours** of commencing the transfer/using our service, you will not be charged the previously quoted and agreed transfer price. However, any charges & costs paid on your behalf to an/any 3rd party supplier (eg: hotel reservation, ferry booking, etc), would payable and charged back to the individual/client/the company, where financially imposed on our company.

*party costs*

C): If you cancel your booking **between twenty four & six [24 > 6] hours** of commencing the transfer/using our service, then you would be charged 25% of the previously quoted & agreed transfer price and a/any 3rd previously being agreed to be paid on your behalf, where financially imposed on our company.

*agreed*

D): Any booking cancelled **within six [6] hours** of commencing the transfer/using our service, then you would be charged 100% of the previously quoted & agreed transfer price and a/any 3rd party costs previously being agreed to be paid on your behalf, where financially imposed on our company.

13]: All our vehicles carry a comprehensive **First Aid Kit** and a **Commercial (rechargeable), pressurised Fire Extinguisher**. Due to a quirk in European Union Legislation & that of potential litigation, “*in the event of*“, our driving staff are advised not to administer first aid, however, you would have personal access to use the kit that we are legally required to carry onboard. Our pressurised **Commercial Fire Extinguisher**; you should not attempt to use it, unless you hold formal Fire Training.

14]: UK Passenger Direct and without prior notice, ultimately reserves the right to amend, change, delete or add to these terms and conditions, whenever it is deemed to be necessary and without any prior consent of a/any client.

**Your safety is our paramount concern; the vehicle is secondary and fully replaceable**

***As these Terms and Conditions are openly placed and visual on our web site,  
it is deemed that you have read, had access to read or been advised of their  
public existence***