



Terms & Conditions – Drivers

1.0 Purpose and documents

- 1.1 These Terms and Conditions (“Terms”) outline the standards, responsibilities, and expectations for all self-employed drivers using the Blueline platform (“Blueline” is defined by clause 17.1). They do not replace any council licensing rule or condition (“Licensing Rule”), or any legal requirement. Where a Licensing Rule applies, it is imposed by the relevant council, not by Blueline. Drivers are responsible for knowing and following the Licensing Rules that apply to them, their vehicle, and their work.
- 1.2 These Terms explain the basis on which a self-employed driver may use Blueline's booking, dispatch, payment and support services.
- 1.3 The Terms should be read with the Blueline Driver Manual in force at the time (“Driver Manual”). The Driver Manual gives practical guidance on working with Blueline, customer service, driver responsibilities and available services. It is guidance unless these Terms, the law, or a Licensing Rule says otherwise.
- 1.4 If there is a conflict, the law and Licensing Rules requirements take priority over these Terms.

2.0 Self-employed status and independence

- 2.1 Drivers use the Blueline platform as self-employed independent transport providers. These Terms do not create employment, worker status, partnership or joint venture arrangements.
- 2.2 Subject to law, Licensing Rules, safety duties and these Terms, drivers choose whether to log on, when to work, how long to work and when to take breaks.
- 2.3 Drivers are responsible for their own tax, National Insurance, vehicle costs, licensing fees, insurance and business expenses unless Blueline agrees otherwise in writing.
- 2.4 Blueline provides access to bookings, dispatch technology, payment facilities, customer support, marketing, brand benefits, and practical guidance. Rent or platform fees support those services; they do not guarantee any minimum level of work.
- 2.5 Blueline operates as a licensed private hire operator and, except where it expressly contracts with a customer as principal, acts as agent for self-employed drivers for the

purposes of making provision for the invitation, allocation and acceptance of private hire bookings on behalf of those drivers.

- 2.6 Where Blueline acts as agent, any contract for the provision of the journey shall be between the customer and the driver. The driver shall be responsible for performing the journey as an independent self-employed driver, and Blueline's role shall be limited to facilitating the booking, communication of booking details, and any related administrative or payment processing services.
- 2.7 Where Blueline contracts with the customer as principal, the contract for the provision of the journey shall be between Blueline and the customer. In those circumstances, the driver who undertakes the journey does so as a subcontractor to Blueline and not as a contracting party with the customer.
- 2.8 In respect of journeys where Blueline acts as agent for the driver, the customer may pay the driver directly by cash, card or any other payment method approved by Blueline. Where a card or other electronic payment is made through Blueline's systems, Blueline shall receive and process that payment as payment processing agent for the driver.
- 2.9 Blueline may appoint and use one or more third-party payment processors to process card or electronic payments made by customers. The driver authorises Blueline, acting as the driver's payment processing agent, to receive such payments from the relevant payment processor and to account to the driver for the sums due to the driver, subject to any agreed deductions, fees, charges, commission, adjustments, refunds or other amounts properly due to Blueline.
- 2.10 In respect of journeys subcontracted by Blueline to the driver, Blueline shall account to the driver for the agreed payment due to the driver for undertaking the journey, subject to any agreed deductions, fees, charges, commission, adjustments, refunds or other amounts properly due to Blueline.
- 2.11 Blueline shall account to the driver for payments due under this clause on a weekly basis, or at such other interval as may be agreed in writing between Blueline and the driver. Any statement or remittance advice provided by Blueline shall identify, so far as reasonably practicable, the relevant journeys, payments received, deductions applied and net amount payable to the driver.
- 2.12 Nothing in this clause shall create or be construed as creating a contract of employment, worker relationship, partnership or joint venture between Blueline and the driver. The driver remains an independent self-employed contractor responsible for their own tax, National Insurance, insurance, licensing compliance and other obligations arising from the performance of journeys, except to the extent that any such obligation is imposed on Blueline by law or regulation.

3.0 Licences, documents and legal compliance

- 3.1 Drivers must hold and maintain all documents needed to undertake private hire work lawfully. This includes, where applicable, DVLA driver licence, private hire or hackney carriage driver's licence, private hire vehicle or hackney carriage licence, appropriate insurance, MOT or test certificate, meet Licensing Rule requirements in relation to physical and mental health, and any other approval required by law or the relevant council.
- 3.2 These requirements come from law and Licensing Rules. Blueline may check documents because it is required to do so by Licensing Rules and for the purposes of protecting passengers, account customers, drivers, the platform, and ensuring licensing compliance so far as practicable.
- 3.3 Drivers must provide current copies of requested documents when joining and at renewal of each licence or document. If a required document expires, is withdrawn, is not produced, or appears invalid, Blueline may pause app or booking access while the matter is checked.
- 3.4 Drivers must promptly tell Blueline about anything that may affect their legal ability to undertake bookings, including licence suspension, revocation or expiry, notifiable penalty points, insurance changes, vehicle changes, safety-related accident damage or a relevant council investigation.

4.0 Rent, invoices and payment

- 4.1 Drivers must pay the agreed rent or platform fee for access to Blueline's services. Blueline normally issues invoices weekly on Monday, with payment through the Driver App by Tuesday at 12pm, unless Blueline has agreed a different arrangement.
- 4.2 If an undisputed overdue invoice is not paid, Blueline may limit or pause access to further bookings until the account is brought up to date. Blueline may charge a late payment fee as compensation for late payment which shall not exceed such sum that may be charged under the Late Payment of Commercial Debts (Interest) Act 1998.
- 4.3 Drivers should raise genuine invoice disputes promptly. Blueline will review disputed items in good faith, but undisputed amounts remain payable while the dispute is considered.

5.0 Use of Blueline systems and information

- 5.1 Blueline may give drivers access to the driver app, dispatch system, payment tools, account work processes and customer contact tools. These may only be used for legitimate private hire work through the platform.
- 5.2 Drivers must keep login details secure, use equipment and systems carefully, and report faults, loss, suspected misuse or unauthorised access promptly.

5.3 Blueline may suspend or restrict system access where reasonably necessary to protect passengers, drivers, customers, payment security, confidential information, brand reputation or the platform; or to comply with the law, Licensing Rules or the requirements of a relevant council.

5.4 Drivers must not share passenger details, booking information, account customer information, screenshots, system access or work-related matters with anyone, unless required to do so by law, to comply with Licensing Rules or to cooperate with a council licensing investigation.

6.0 Bookings, availability and accepted work

6.1 Drivers decide when to log in and make themselves available. Blueline does not set a fixed acceptance rate in these Terms.

6.2 Once a driver accepts a booking, the driver is required by Licensing Rules to complete it unless there is a genuine safety issue, emergency, legal reason, vehicle fault, passenger conduct issue or other reasonable reason not to continue. A Driver must immediately report such matters to Blueline, so that Blueline may arrange an alternative vehicle, if appropriate.

6.3 Blueline may contact a driver where repeated declined, ignored or cancelled bookings appear to affect customers, account contracts, dispatch reliability, safety or licensing compliance. Any review will have due regard to the driver's explanation, but Blueline reserves the right, when necessary, to remove the driver from the platform.

6.4 Drivers should use Passenger Connect, the Driver App and dispatch support where practical, including for no-job, cancelled-on-arrival or account booking issues.

7.0 Vehicle condition, safety and cleanliness

7.1 Drivers are responsible for ensuring their vehicle is safe, roadworthy, insured, licensed and suitable for private hire work whenever they undertake bookings.

7.2 Legal or licensing requirements about vehicle condition, plating, signage, passenger capacity, boot space, smoke-free status, MOTs, inspections, CCTV, dash cameras or equipment are imposed by law or the relevant licensing authority. Blueline may ask for evidence so it can satisfy itself that work is being undertaken lawfully and safely.

7.3 The Driver Manual gives practical guidance on vehicle presentation, cleanliness and basic checks such as oil, water, tyres, seatbelts, lights, brakes and wipers. A weekly mini valet is guidance, not a separate contractual rule.

7.4 The law and / or Licensing Rules prohibits carrying more passengers than the vehicle is licensed to carry. A baby counts as a passenger for capacity purposes.

8.0 Appearance, conduct and customer service

- 8.1 Licensing Rules require drivers to be clean, tidy, polite, respectful and professional when working as a private hire driver. Blueline recommends smart clothing and Blueline-branded clothing where a driver chooses to wear it, but these Terms do not impose a mandatory uniform.
- 8.2 In accordance with the law and Licensing Rules, drivers should not engage in threatening behaviour, discrimination, harassment, unsafe driving, littering, obstructive parking, have inappropriate conversations with passengers or engage in any other behaviour or conduct that could harm passenger safety, is against the law or breaches Licensing Rules.
- 8.3 Drivers are encouraged to provide good customer service, including reasonable help with bags or luggage and attending receptions at hotels, hospitals and care homes where appropriate, as required by Licensing Rules. Drivers are not required to do anything unsafe, unlawful, outside their physical ability or contrary to Licensing Rules.

9.0 Equality, assistance dogs, safeguarding and vulnerable passengers

- 9.1 Drivers must treat passengers fairly and respectfully and comply with the requirements of the Equality Act 2010 (as amended). Guide dogs and assistance dogs must be carried unless the driver has been issued with a valid Exemption Certificate by the relevant council.
- 9.2 Drivers must follow safeguarding requirements, and report concerns about vulnerable adults or children to the appropriate authorities, as required by the relevant council. Information should be kept confidential and shared only with people who need to know.
- 9.3 Councils may impose mandatory safeguarding, disability awareness or equality training requirements on drivers. Those requirements are imposed by the relevant council, not by Blueline.

10.0 Safety rules: fitness, phones, smoking / vaping and incidents

- 10.1 By law, drivers must not undertake bookings while unfit through alcohol, drugs, fatigue, illness, medication or any other condition that makes driving unsafe.
- 10.2 Drivers must comply with the law on mobile phone use while driving and with the law on smoking and allowing smoking in licensed vehicles. Licensing Rules also usually treats vaping in the vehicle as prohibited.
- 10.3 Blueline may immediately pause platform access where it reasonably believes there is a serious safety risk, including suspected drink or drug driving, dangerous driving, violence or a serious safeguarding concern.
- 10.4 Drivers should report serious incidents promptly to Blueline and, where appropriate, to the police or relevant authority, as may be required by law and / or Licensing Rules. This includes accidents, assaults, threats, safeguarding concerns, non-payment, discrimination allegations, lost property concerns and licensing issues.

11.0 Soiling, non-payment and lost property

- 11.1 Soiling charges may be governed by the relevant council. Drivers should keep evidence, such as photographs and receipts, where a charge or recovery is sought.
- 11.2 If a passenger does not pay, the driver should inform Blueline and, where appropriate, the police. Blueline may block the booking address and / or telephone number used for the booking.
- 11.3 Drivers are required by law to take reasonable care of lost property. Drivers are recommended to tell Blueline and to make reasonable efforts to return lost property to its owner. If reasonable attempts fail, the Driver Manual advises taking the item to the nearest police station.
- 11.4 Drivers should not search personal property except as reasonably necessary to identify the owner or keep the item safe.

12.0 Complaints, investigations and cooperation

- 12.1 Blueline may look into complaints or incidents. Where practical, Blueline will give the driver a fair opportunity to explain what happened before making a final decision, unless immediate action is reasonably needed for safety, licensing compliance, insurance, data protection or customer protection.
- 12.2 Drivers should cooperate reasonably with Blueline, insurers, councils and police, including by providing relevant information, photographs, receipts or statements where lawful and reasonable.

13.0 Other work and conflicts

- 13.1 Drivers may carry out other work, including work through other platforms, unless the law, a licensing condition, an insurance condition or a specific written commercial agreement says otherwise.
- 13.2 Drivers must ensure other work does not make them unsafe or unfit to drive, invalidate insurance, breach licensing requirements, or interfere with bookings they have accepted through Blueline.
- 13.3 Any request for information by Blueline about other employment is limited to what is reasonably relevant for the purposes of ensuring licensing and insurance compliance, and ensuring there is no safety or conflict issues.

14.0 Pausing, restricting or ending platform access

- 14.1 Blueline may pause, restrict or end a driver's platform access where reasonably necessary. Examples include (but are not limited to) expired or missing documents, unpaid undisputed invoices, serious safety concerns, serious complaints, suspected fraud, misuse of systems, data protection concerns, repeated failure to complete

accepted bookings and / or damaging Blueline's reputation by repeatedly refusing work without reasonable explanation, or issues that may put passengers, account customers, Blueline or licensing compliance at risk.

- 14.2 Where an issue can be rectified, Blueline will usually give the driver a reasonable opportunity to fix it. Immediate action may be taken to comply with the law, Licensing Rules or where the issue is urgent or serious.
- 14.3 A pause or restriction is not a fine and does not by itself decide fault. It is a practical step to manage safety, licensing, commercial and platform risks while the matter is resolved.
- 14.4 Either Blueline or the driver may end the platform arrangement by giving written notice, unless immediate termination is justified by serious breach, safety risk, unlawful conduct, licence loss, fraud, non-payment or another substantial reason.

15.0 Changes and questions

- 15.1 Blueline may update these Terms or the Driver Manual to reflect changes in law, licensing rules, platform processes, technology, fees, account customer requirements or business needs.
- 15.2 Blueline will endeavour to give reasonable notice of material changes through the driver app, email, driver communications or an updated document. Changes required by law, Licensing Rules, insurers or urgent safety reasons may take effect sooner.
- 15.3 Drivers should ask Driver Liaison if any part of these Terms or the Manual is unclear.

16.0 Confidentiality and Data Protection

- 16.1 The driver shall keep confidential and shall not disclose, copy, misuse or exploit any confidential information belonging to Blueline, its customers, passengers, employees, contractors, suppliers or other drivers. Confidential information includes, without limitation, customer and passenger details, booking information, journey records, account information, pricing arrangements, business processes, software, systems, driver allocation information, licensing information, complaints, investigations, operational procedures and any other information which is marked confidential or which ought reasonably to be treated as confidential.
- 16.2 The driver shall use customer and passenger information only for the proper performance of the relevant journey or booking and for no other purpose. The driver shall not contact any customer or passenger except where reasonably necessary in connection with the relevant booking, journey, lost property, safety matter or other legitimate operational purpose authorised by Blueline.
- 16.3 In handling any personal data received from or through Blueline, including customer, passenger, staff, contractor or driver information, the driver shall comply with all

applicable data protection laws, including the UK General Data Protection Regulation and the Data Protection Act 2018, together with any applicable licensing rules, operator licence conditions, guidance issued by the relevant licensing authority, and Blueline's reasonable policies and instructions.

- 16.4 The driver shall take appropriate care to keep personal data and confidential information secure. This includes keeping any device, app, booking system, communication platform, document, note or record containing such information secure against unauthorised access, loss, theft, disclosure or misuse. The driver shall not share login details, passwords, access codes or booking information with any unauthorised person.
- 16.5 The driver shall notify Blueline immediately if they become aware of, or suspect, any loss, unauthorised access, disclosure, misuse, theft, compromise or accidental destruction of personal data or confidential information. The driver shall provide Blueline with all reasonable assistance required to investigate, contain, report and remedy any such incident.
- 16.6 Blueline may collect, use, store and share personal data relating to the driver for purposes connected with the operation of its private hire business, compliance with licensing rules and legal obligations, administration of the driver relationship, allocation and management of bookings, processing and accounting for payments, insurance, safety, fraud prevention, complaint handling, regulatory reporting, audits, investigations, enforcement of these terms, and the protection of Blueline's legitimate business interests.
- 16.7 The personal data processed by Blueline may include the driver's name, address, contact details, date of birth, identification documents, right to work information, driving licence details, private hire or taxi licence details, vehicle details, insurance details, MOT and compliance records, bank or payment details, booking and journey records, location data generated through Blueline's systems, communications with Blueline, customer feedback, complaint records, incident reports, disciplinary or compliance records, and any other information reasonably required for the purposes set out in these terms.
- 16.8 Blueline may share driver personal data where reasonably necessary with customers and passengers, licensing authorities, local authorities, police or other law enforcement agencies, insurers, legal and professional advisers, payment processors, technology providers, booking platforms, accountants, auditors, regulators, courts, tribunals, and any other person where required or permitted by law, Licensing Rules, contractual obligations or legitimate operational requirements.
- 16.9 Blueline shall retain driver personal data for as long as reasonably necessary for the purposes for which it was collected, including to comply with licensing rules, legal, tax, accounting, insurance, regulatory and operational requirements, and to deal with complaints, claims, disputes, investigations or enforcement matters. Blueline shall

securely delete, anonymise or archive personal data when it is no longer required, subject to any applicable legal or regulatory retention requirements.

- 16.10 The driver shall promptly provide Blueline with accurate and up-to-date information reasonably required for licensing, compliance, payment, insurance, safety, regulatory or operational purposes. The driver shall notify Blueline without delay of any change to information previously provided, including any change affecting the driver's licence, vehicle, insurance, right to work, contact details, bank details, or ability to lawfully undertake bookings.
- 16.11 The driver's confidentiality and data protection obligations shall continue during and after the termination of the driver's relationship with Blueline, for so long as the relevant information remains confidential or protected by applicable law.

17.0 Definition of "Blueline"

- 17.1 In these Terms and Conditions, "Blueline" means, as the context requires, any or all of the following companies trading under any applicable trading names: Taxi Cab Services (Durham) Limited, company number 12651432; Taxi Cab Services (Gateshead) Limited, company number 12086865; Taxi Cab Services (Hartlepool) Limited, company number 11039918; Taxi Cab Services (Newcastle) Limited, company number 12651617; Taxi Cab Services (North Tyneside) Limited, company number 12651424; Taxi Cab Services (Northumberland) Limited, company number 12650578; Taxi Cab Services (South Tyneside) Limited, company number 12651631; Taxi Cab Services (Sunderland) Limited, company number 12651504; Taxi Cab Services (Wolverhampton) Limited, company number 14085393; any other company that may be incorporated within this group and licensed as a private hire operator; and Blue Line Processing Limited, company number 11830971, which company is authorised to receive, process and account for any sums payable to Blueline and / or to Drivers by any customer, account holder customer, access to work account customer, student finance account customer or any other person or organisation liable to make payment in respect of a Booking or Journey.

18.0 Acknowledgement

- 18.1 By using the Blueline platform after receiving these Terms, the driver confirms that they have had the opportunity to read them, ask questions and decide whether to use the platform.
- 18.2 The driver also confirms that they remain responsible for their own licences, insurance, tax, vehicle, legal compliance and compliance with Licensing Rules that applies to them.