

# Passenger Booking Contract

## Novara Premier Chauffeurs Ltd

This Passenger Booking Contract governs the terms under which Novara Premier Chauffeurs Ltd (“the Operator”) agrees to provide a private hire chauffeur service. By confirming a booking, the passenger enters a legally binding agreement with the Operator.

**1. Contractual Relationship** The contract for private hire transport is strictly between the passenger and Novara Premier Chauffeurs Ltd. Drivers do not form separate contracts and operate only as representatives of the Operator.

**2. How Bookings Are Made** - Bookings may be requested via telephone, email or online booking form. A booking is only confirmed once accepted in writing by the Operator and recorded in the booking system.

### 3. Payments

- Payments must be made to the Operator only.
- Deposits may be required at confirmation stage.
- Full balance must be paid prior to travel unless otherwise agreed.
- No payments are made directly to drivers.

**4. Cancellation Rules** - Passengers must notify cancellations by phone or email. Refunds or fees will apply depending on notice provided and incurred costs.

### 5. Passenger Obligations- Passengers must:

- Provide accurate journey details.
- Be ready at the scheduled pick-up time.
- Treat the chauffeur and vehicle respectfully.

6. Operator Obligations- The Operator will:

- Provide a TFL licensed chauffeur and vehicle.
- Confirm driver and vehicle allocation prior to journey.
- Fulfil the booking to the agreed standard and route.

7. Amendments to Bookings- Requested changes (route, vehicle, time, additional stops) must be approved by the Operator. Additional charges may apply.

8. No-show Policy Failure to attend at the pickup location without cancellation may result in full fare being charged.

9. Damage or Cleaning Charges- Damage, excessive spillage, sickness or cleaning required from passenger actions may incur charges.

10. Waiting Time Policy- Grace period may be included. Additional waiting time is chargeable at the Operator's tariff.

11. Record Keeping & Data- All booking and journey data is stored securely for 12 months in line with TfL regulation requirements.

12. Agreement- This agreement becomes active when a booking is accepted by the Operator.

**Contractual Relationship and Liability:**

This contract is formed between the Passenger and Novara Premier Chauffeurs Ltd as principal. Novara Premier Chauffeurs Ltd accepts full responsibility and liability for the transportation service provided.

Drivers act solely as agents of the Operator and do not enter into contracts with passengers.

**Contract Acceptance:**

Passengers receive this contract and a full journey itinerary by email prior to travel. By confirming the booking and proceeding with payment, the passenger confirms acceptance of this contract.

Operator Signature: \_\_\_\_\_

Passenger Signature: \_\_\_\_\_

Date: \_\_\_\_\_