

BOOKING CONFIRMATION & DRIVER DETAILS PROCESS

1. Booking Request Received

Customers may request a booking via:

- Email
- Phone
- Website booking form

A request does **not** constitute acceptance.

Required details from the passenger:

1. Full name
2. Pickup address, time & date
3. Destination address
4. Number of passengers & luggage
5. Vehicle type required
6. Contact number/email
7. Any special requirements

2. Booking Acceptance & Contract Formation

A booking is accepted only when:

1. Full journey details are received
2. Deposit or full payment is made
3. The Operator sends written confirmation

At the moment of written confirmation:

✓ **A contract is formed between the Passenger and Novara Premier Chauffeurs Ltd**

✗ **Not between the Passenger and the Driver**

3. Confirmation Sent to Passenger

Once accepted, the passenger receives a confirmation by **email or SMS** including:

- ☐ Passenger name
- ☐ Pickup address & time
- ☐ Destination
- ☐ Fare price & payment status
- ☐ Operators contact number
- ☐ Booking reference number

4. Chauffeur Allocation

The Operator allocates a licensed chauffeur once the booking is confirmed.

The chauffeur receives journey information via **Email or SMS**:

- ☐ Pickup time & address
- ☐ Passenger name
- ☐ Destination
- ☐ Notes/instructions (if applicable)

Drivers cannot accept bookings directly and do not contact customers first.

5. Driver Details Provided to Passenger (Mandatory TfL Requirement)

No later than **before the journey begins**, the passenger will receive:

Required:

Provided By Novara:

Chauffeur First Name	✓ Sent via SMS/Email
TfL PHV Badge	✓ Sent before pickup
Vehicle Make/Model	✓ Included in confirmation
Vehicle Registration (VRM)	✓ Provided before travel
Driver photograph (if available)	✓ Shared where stored Number

This ensures safety, transparency and passenger identity verification.

6. Record Keeping

For every booking, Novara Premier Chauffeurs stores:

- ☐ Booking time/date
- ☐ Pickup & destination details
- ☐ Passenger name
- ☐ Chauffeur allocated
- ☐ Driver licence & vehicle details
- ☐ Payment status
- ☐ Confirmation sent log
- ☐ Communication timestamps

All records are securely retained for **12 months minimum**, as required by TfL.

7. Amendments & Changes

Any change to booking details must be made by contacting the operator directly.

Amendments are confirmed to the passenger via SMS or email.

Drivers cannot amend bookings independently.

8. Cancellation

Passengers may cancel directly with the operator only.

Cancellation policy is detailed in the Terms & Conditions.

Passenger Contract Notification:

Upon booking acceptance, passengers receive a written confirmation and itinerary confirming that the contract for transportation services is between the passenger and Novara Premier Chauffeurs Ltd. The confirmation expressly states that the driver is not the contracting party.

