

# Regulation 9(14) Compliance Statement

## Novara Premier Chauffeurs Ltd

This statement confirms that Novara Premier Chauffeurs Ltd is fully compliant with Regulation 9(14) of the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000.

1. Operator and Passenger Contract: We confirm that all private hire bookings are accepted directly by Novara Premier Chauffeurs Ltd and the contractual relationship exists solely between the passenger and the operator, not the driver.

2. Driver Engagement: Drivers carry out bookings only as appointed representatives of the operator. They do not contract directly with passengers and cannot accept work privately or outside the control of the operator.

3. Booking Confirmation & Identification Compliance: Before the commencement of every journey, passengers receive the following details:

- Driver First Name
- PHV Driver Licence Number
- Vehicle Registration
- Make/Model of Vehicle
- Driver photograph where available

4. Dispatch and Allocation: All bookings are manually dispatched by the operator and sent to drivers via SMS or email. No passenger app or driver app is currently used.

5. Record Keeping: All bookings and journey information are recorded and securely retained for a minimum of 12 months, in accordance with regulatory requirements.

6. Compliance Commitment: Should our operating model or technology evolve, Transport for London will be notified, and full regulatory compliance will be maintained.

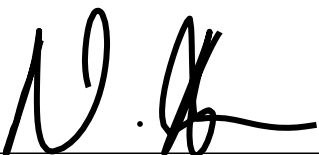
**Operator Liability and Responsibility:**

Novara Premier Chauffeurs Ltd confirms that it accepts full legal responsibility and liability for the provision of private hire transportation services in respect of all accepted bookings. This includes responsibility for the conduct of drivers, the operation of vehicles, passenger safety, and compliance with all applicable TfL regulations.

Drivers operate on behalf of Novara Premier Chauffeurs Ltd and do not contract directly with passengers.

**Passenger Notification of Contractual Relationship:**

All passengers are informed prior to travel that Novara Premier Chauffeurs Ltd enters into the contract as principal. This is communicated through written booking confirmations, passenger itineraries, and the Passenger Booking Contract issued by email. Passengers are required to confirm acceptance of these terms prior to travel.

Signed:  .

Name: Nabil Ahmed

Position: Director

Date:  .