

London VIP Chauffeuring (“LVC”) the (“Principal”) the Private Hire Vehicle Operator (“PHVO”) licenced by Transport for London (“TFL”) Licence number (TBC). As prescribed under Regulation 9 (14) of the Private Hire vehicles (London) (operators’ Licences) Regulations 2000 provides that;

“The operator shall enter into a contractual obligation as principal with the person making the private hire booking to provide the journey, which is the subject of the booking, and any such contractual obligation must be consistent with the 1998 Act and these Regulations”

The Passenger (“You/Your”) either individual or body corporate the party making the booking for Carriage and the contracting party with the principal

Provision of the Journey-The provision of (“Transportation Services”) (“TS”)

Agent (“Agent”) a third party making the booking on You or Your behalf

1-General Conditions accepting to provide Transportation Services

1.1-LVC is responsible for both accepting the booking as well as the TS.

1.2-By accepting the booking LVC confirms that a contract has been created between LVC and You for the provision of TS.

1.3-LVC confirms that fares for the journey are collected by LVC or the driver on behalf of LVC even where the driver acts as the agent for LVC in collecting fares.

1.4-LVC confirms that as operator only LVC can cancel a booking with a passenger (although a driver may reject an offer from the operator to carry out a particular journey).

1.5-LVC confirms that liability in relation to the TS belong to the operator namely LVC and its liability cannot be delegated to any third party.

2-Service Level

The TS offered to You will be a comfortable and luxurious service offered through a range of vehicles selected by you. The emphasis is to ensure that LVC provide to You a seamless experience from pre-arrival through to departure and travel.

3-Transfer Rides/Hourly Bookings Changes to Service

3.1-You can choose between transfer rides and hourly bookings for your TS. If according to your express wishes the TS requires additional effort compared to the original TS request LVC will carry this wherever possible. The extra effort may result in additional costs for You however this will be explained by LVC or its driver before incurring any additional costs. Changes in TS are subject to the availability of LVC and or its drivers and can be made by You even after conclusion of the contract subject to price amendments agreed with LVC.

3.2-In the case of transfer services the price quoted is valid for a start and destination address. LVC may charge an additional fee, according to the current price structure for any stop overs or deviation from the agreed route requested by You.

3.3-For hourly bookings the trip must always end in the area of the pick up location unless agreed otherwise by LVC when accepting the booking for TS.

4-Vehicle Class/Vehicle Model/Upgrade

4.1-You can choose from a variety of vehicle classes subject to availability for your TS. LVC reserves the right to change the offered vehicle due to availability but will always as part of its contract with you provide a vehicle suitable for your journey and capable of accommodating the number of passengers and luggage specified

5-Transport Safety, Consequences and requirements

5.1-Luggage/Animals

The price given by LVC for TS includes the number of luggage pieces specified by you or your agent when making the booking. Excess luggage, bulky luggage or the transportation of animals not specified in the booking could lead to increased charges or at peak times cancellation of your TS if appropriate replacement vehicles are not available. LVC reserves the right to refuse the carriage of luggage and or animals which was/were not agreed.

5.2-Carriage of Children

The need for safety seats for children should be requested by You when making the booking. You should specify the number and age of children to be transported as well as the required type of seating.

5.3-Information on Number of Guests and Pieces of Luggage

The maximum number of passengers and pieces of luggage for a specified vehicle is an estimate based on factors such as size and weight of passengers and luggage. LVC can refuse the carriage of guests or luggage if they believe they compromise the space and or safety conditions.

5.4-Prevention of Transportation Service.

LVC reserves the right to undertake the cancellation of the TS if compelling (for example under applicable laws) requirements under Section 5 were not all, or not correctly, communicated by You when making the booking. If due to your errors acts or omissions when booking the TS, LVC reserves the right to charge for the journey even if it was not undertaken.

6-Delays/Cancellations/No Shows

6.1 Delays to the commencement of the TS caused by you will mean waiting time will be charged at the appropriate rate for pre-booked journeys. Waiting time will be charged in 15 minute, units and subject to the discretion of LVC.

6.2-Cancellation

6.2.1-Transfer Services

For transfer services, cancellation is free of charge if there is more than one hour left before the agreed pick-up time. If there is one hour or less before the agreed pick-up time, LVC reserves the right to charge the total price agreed for the journey. A cancellation must be made by phoning or emailing the offices of LVC.

6.2.2-Hourly Bookings

For hourly bookings cancellation is free of charge if there are more than 24 hours left before the agreed pick-up time. If there are less than 24 hours before the agreed pick-up time LVC reserves the right to charge for the full booking. A cancellation must be made by calling or emailing the LVC office.

6.3-Changes to Booking

Changes to bookings you or your agent are generally treated as new bookings.

6.4-No-Shows Without Cancellation

In the case that You do not show for your TS without cancellation within 30 minutes then LVC will consider this a No Show and reserve the right to charge you in full for the journey.

For airport or train station pickups You will be considered a No Show after 60 minutes of the agreed pick-up time. In the event of the late arrival of your flight or train a No Show will be deemed to have occurred 60 minutes after the amended arrival time of your flight or train if no communication has been received from You. LVC reserves the right to charge for the No Show journey and make additional charges for waiting time and parking fees incurred.

7-Behaviour in the Vehicle

LVC places the security of its drivers and passengers at all times, as paramount. The following behavioural standards apply to you at all times when travelling with LVC;

During the entirety of the TS, all passengers must follow the regulations that apply to the relevant Road Traffic Act especially seatbelt regulations as instructed by LVC's drivers when required. Any instructions by LVC must be followed. It is the responsibility of LVC to ensure the TS is undertaken safely. It is therefore prohibited for guests to open doors while driving, throw any objects from the vehicle and/or stick body parts out of or shout from the vehicle. If you wish to use any of the devices in the vehicle a brief instruction maybe requested from the driver. Smoking is prohibited in any part of the vehicle. If You or your guests ignore this, You will be liable to pay not only the cost of cleaning the vehicle but also compensate the loss of business due to the downtime of the vehicle. The consumption of food is discouraged. Alcoholic drinks are only to be consumed in the car with prior consent.

8-Terms of Payment

You are responsible for the payment of Your TS either prior to travel or on completion of the journey. The payment conditions will be agreed by LVC and you when agreeing the contract for TS. Credit card payments can be made directly with LVC, via the internet booking service or if agreed with your driver on completion of the journey prior to exiting the vehicle. LVC does not accept cash apart from in exceptional circumstances which must be agreed by LVC prior to the TS commencing.

9-Liability

This section should be read in conjunction with Section 1 General provisions of Accepting transportation services.

LVC is liable for any damage caused by its drivers either directly employed or contracted to provide the TS. LVC has contracted with you to provide the TS and therefore confirms any liability arising from the provision of the TS belongs to LVC as the operator.

A copy of LVC's Public Liability insurance cover is available upon request.

10-Final Provisions

10.1-Entirety, Writing

These terms are the entire agreement between LVC and you for the provision of TS. Subsidiary agreements do not exist. Changes and additions to this agreement must be in written form published on the LVC website.

10.2-Subject to Change

LVC reserves the right to change these terms. Notification of change is made as a unilateral declaration by publishing the new terms on the LVC website informing users of this. Continued use of LVC's services is dependant of the acceptance of the Terms by you at the relevant time.

11-Data Notice

London VIP Chauffeuring Privacy Policy

Our contact details

Name: Ayeh Trading Limited T/A London VIP Chauffeuring

Address: 62 Boston Manor Road, Brentford, TW8 9JU

Phone Number: TBC

E-mail: lvchauffeuring@gmail.com

The type of personal information we collect

We currently collect and process the following information:

Personal identifiers, contacts and characteristics (for example, name and contact details) including telephone numbers and email addresses. We may collect your personal preferences to improve our service for your future journeys.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

Provided at the time of booking in order to facilitate your booking.

We use the information that you have given us in order to meet your travel requests or to fulfil our licence obligations.

We may share this information with Transport for London who issues us with our operators' licence.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting lvchauffeuring@gmail.com

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep your booking information for six years. We will then dispose your information by electronic deletion from our records