

“Your Cabbie”

Friendly & Reliable Taxi Service

www.yourcabbie.co.uk

Our Terms & Conditions

For the purpose of these terms and conditions “Your Cabbie” will be hereinafter referred to as “YC”. Our Primary aim is to convey all their clients and customers from the point of collection to the point of departure in a safe and timely fashion.

For the sake of clarity and understanding and in order that “YC” can comply with our obligations under Private Hire Licensing Conditions we ask that clients and customers take notice of the following to allow us to provide our friendly, efficient and professional service.

1. Passengers are not allowed to smoke or consume alcohol in any vehicle and must wear seat belts at all times of the journey.
2. Passengers are not permitted to consume greasy foods i.e. chips/burgers.
 - Sandwiches and soft drinks will be allowed at the driver’s discretion.
 - Rubbish is to be removed by the hirer.
 - Any spillages, vomiting or soiling by passengers will incur to the hirer a minimum additional charge of £65 to cover the immediate valet of the vehicle.
3. A deposit may be required for some bookings but will be confirmed at the time of booking. Full payment is required if cancellations are made and not given at least 48 hours notice.
4. All cancellations must be made directly to the operator “YC”
5. The driver can refuse to Pick-Up any passenger who appears to have consumed too much alcohol. The full price of the booking must still be paid to us. He can also terminate the journey at any time if any passenger becomes rowdy, or aggressive.
6. Any damage internally or externally to the vehicle by any passenger will also result in the full price being paid, in addition to the cost of any repair.
7. Additional Pick-Up or Drop off addresses not confirmed when the booking is made will incur reasonable charges for any additional mileage covered.
8. Our Drivers will drive at reasonable speeds to suit the road conditions. Please do not ask them to exceed speed limits.
9. Once we leave the Pick-Up address we do not accept any responsibility in anyway for late arrival to your chosen destination for whatever reason i.e.; traffic delays, accidents, breakdowns, severe weather conditions.
10. Whilst every precaution is taken we accept no responsibility for loss or damage to any article placed or carried in any vehicle, however we will take reasonable steps to ensure the safe return of any items found. It is the final responsibility of the client/customer to ensure that they have taken all their property with them on leaving the vehicle.
11. In the event that “YC” be unable for any reason to carry out a contract, we will deem to have the contract carried out by a third party who provides a similar level of service conducive and comparable with the service requested.
12. A charge may be imposed if we have to wait longer than 15 minutes at the start/return of the journey time booked unless we have been notified. “YC” reserve the right that the driver may not wait more than 15 minutes as this may will affect other bookings made already.
13. All airport pick-ups are allowed up to 1 hour free waiting time, after the aircraft has landed. Thereafter the hirer will incur charges of £20 per hour, pro rata, for each 15 minute period.
14. Charges for parking and road tolls are not included in the quoted price.
15. Clients/customers are requested to notify “YC” as soon as possible of any delays in the departure for their return journey via telephone or text in order to reduce or negate the possibility of the collecting vehicle traveling to a collection point unnecessarily.
16. Clients/customers are requested to contact “YC” once they arrive in the baggage reclaim hall in order that a prompt and efficient meeting can take place and avoid additional parking charges

Call us on - 01245 354040

Or email us at - taxi@yourcabbie.co.uk