**Terms and Conditions**

***Booking Confirmation***

Booking e-mail confirmation is sent to the email address given during the booking, for all customers once booked using our chat support, customer phone support, email support or online booking through our website. If you don’t receive the booking confirmation mail within 60 minutes from the booking time, please contact us to check for the status. Do not forget to check your spam folder before reaching us. Please note that passengers those who have booked for the two-way journeys must reconfirm the return pick up booking also by email or by telephone 72 hours prior to the return pickup time - failure to do so will result in cancellation and no last-minute arrangements will be made or refund is entertained. In case of any challenges in reconfirming the return journey by email, please do call us or chat with us to do the reconfirmation online using your booking reference number.

Bookings through our customer support are done with great attention and care. It is solely based on the information provided by the customer / third party agency. Hence, we will not be held liable for any incorrect information provided during the booking. Customers are requested to reconfirm the booking information within 24 hours from the time of booking for finalization. Calls & Chats are recorded for training and quality purposes.

***Booking Fare***

Fare quoted and paid is for all passengers boarding the chosen vehicle and not per passenger basis. The fare is for the type of vehicle based on no. of passengers, no. of luggage and the distance between to and from locations. Fares are quoted to drive through the most economical route. If the passengers nominate a route to their preference, the passengers will be liable to pay the extra charges such as fuel, toll, additional millage and waiting amongst other charges.

***Payment***

Payment can be made by the following methods:

1. Pay the deposit of 35% online and remaining either directly as cash to the driver or online payment 48 hours prior to scheduled pickup time

2. Prepay full payment by credit/debit card using Paypal or through Stripe merchant service

For all bookings made by debit card/credit card using Paypal/Stripe, there will be an additional transaction charge of minimum £5.00 or above as applicable will be collected with the fare.

***Type of the Vehicle***

It is the passenger’s due responsibility to choose the correct type of vehicle in order to carry the number of passengers and number of baggages. Vehicle type can be changed after booking only by sending an email request to booking@findmytaxi.uk prior to 72 hours before the scheduled pickup time. However, the booking price may change based on the revised vehicle type and the availability.

***Fraud Prevention***

All our providers / drivers operate vehicles with security cameras for the protection & welfare of our driver’s and passenger’s safety. Our payment gateway is safe and secured, as all credit and debit card bookings will be subject to verification and fraud screening.

***Waiting Time Charges***

All pickups from the airports and cruise ports are allowed 40 minutes free from the landing time / docking or pre agreed pick up time. It is the passenger’s responsibility to inform in advance of potential flight delays, if known in advance so as to reschedule the pickup accordingly. Anything until 1 hour of flight delay is acceptable. However, any further waiting time will incur a charge of 20p per minute (minimum £5.00) due to the effort involved in extending the waiting time of allocated driver, if not agreed then cancellation of allocated driver & trying to reallocate the job to another driver. However, the company is not liable for any uninformed flight delays.

Pickups from home, hotel, office and other venue are allowed 10 minutes from the actual booked time, thereafter 20p per minute (minimum £5.00) will be added to the quoted fare.

***Change in Passengers and Luggage info – Add ons***

Change in passenger / luggage information from the booking can be accommodated through a formal email with an additional cost of minimum £15 per person / baggage, is possible, within the same vehicle type ordered & if the request is 72 hours prior to the scheduled pickup time.

***Change / halt in Drop offs and Pick-ups – Add ons***

Additional drop offs and pickups will be charged based on the distance travelled in miles along with change fee of £5 per pick up / drop.

***Booking Cancellations***

A booking can be cancelled in advance by giving minimum of 48 hours of notice, attracting some deductions (charges) as per cancellation time chart given below. Total deduction % mentioned below includes the administration charge 5%, bank charges 5% and appropriate cancellation charges as per cancellation time. Refer cancellation time chart for deduction % & net refund %. Also refer refunds policy along with calculation for more clarity on the refund amount.

|  |  |  |
| --- | --- | --- |
| **Cancellation Time** | **Deduction %** | **Net Refund %** |
| Before 48 hours | 5% | 95% of Total fare |
| Between 48 to 24 hours | 25% | 75% of Total Fare |
| Between 24 to 18 hours | 50% | 50% of Total Fare |
| Between 18 to 12 hours | 75% | 25% of Total Fare |
| Between 12 to 6 hours | 90% | 10% of Total Fare |
| 6 hours or less | 100% | 0% of Total Fare |

Note: All Cancellation time quoted in the table are calculated from the pickup time as per booking

***Refunds Policy***

A booking can be cancelled in advance and the customer is eligible for refund as per refunds and cancellation policy outlined.

Refund amount will be calculated on the already received payment (either full or deposit), as per cancellation time chart.

* + Example-1: If the total booking fare is £100 and customer has paid £35 as a deposit. Later requests for cancellation before 48 hours, then 5% of deduction will be made on the total booking fare as per the cancellation time chart. In this case, total 5% of £100 is £5, hence this will be deducted from the deposited value of £35 and £30 will be refunded back to the customer to the original payment source
	+ Example-2: If the total booking fare is £100 and customer has paid £100 as a full payment. Later requests for cancellation before 48 hours, then 5% of deduction will be made on the total booking fare as per the cancellation time chart. In this case, total 5% of £100 is £5, hence this will be deducted from the total paid value of £100 and £95 will be refunded back to the customer to the original payment source

For 6 hours or less, no refund applicable since the driver / provider allocation would have already happened, which is irreversible.

Refund not applicable on following cases but not limited to

* No shows
* Trip cancelled due to incorrect booking details provided by the customer
* Missed flight with no intimation of delay to our customer support
* Unavoidable circumstance

***Missed Flights***

In the event of passenger missing the flight or foreseeing a delay, customer support needs to be informed immediately so as to keep the driver notified & avoid entry into the airport for pick up Appropriate refund will be initiated if applicable as per refund policy. In case if the passenger wishes to retain the booking, to reschedule the trip to take a later flight, then the services will be rendered with no additional cost.

***No Show***

It would be treated as No show if it falls into any of the following circumstances.

If passenger books a private hire car through us and failed to show up to the driver at scheduled pick-up time. This includes from home, hotel, other private addresses, etc., This is also applicable to bookings with incorrect date and time provided by the passenger. Hence, customers are requested to check the booking details before confirmation to avoid such situations.

If a passenger books a pick up from an airport and fails to meet the driver in the arrival hall / at the designated parking area (as per the booking). For Airport pickups, the driver will wait in the arrival hall / designation parking area up to 1 hour 30 minutes from flight landing time. If the passenger fails to meet or contact the driver or our customer support within this time limit or fails to inform the status of arrival, it will be treated as No Show.

There is no refund provided for No Shows.

***Routes***

The driver will follow the route guidelines as per map and would also consider the following facts: the traffic, time, road closures, diversions, etc.,

***Liabilities***

We are a taxi finder assistance company, strive to help the customers in getting the best taxi with best fare from the market based on partnerships with various top-notch providers, to help and service our customers with the best journey experience possible.

During unforeseen / unavoidable circumstances, which is less than 3 hours of pickup time, where the assigned driver’s vehicle breaks down, then we try to fulfil the service using other providers. If that is not possible or there is a potential delay, then the passenger can arrange for alternative transport, where we are liable to provide a full refund of payment received along with a special discount of 10% provided for the future trip, as a token of courtesy and gratitude.

In case if our driver is unable to make it at the last minute, then the company helps the passenger with an alternative transport & passenger will have to pay the fare by cash and submit the receipt for the reimbursement to be done by the company. This is only if alternative transport provider does not accept online transfer and insist only on cash. This is done for the welfare of the passenger.

The company cannot be held responsible for any financial losses, missed flights, trains, ship or meetings because the car did not arrive for pickup or reach the drop off on time due to adverse weather, vehicle breakdown, traffic conditions, road traffic accidents, road closures, restricted access areas and event destruction especially in case of midnight events where it is hard to control due to heavy crowd and extensive diversions.

In unexpected incidents such as these, we will contact and inform the customer as soon as we are aware of the delay and it is passenger’s responsibility to make the decision to wait for our car to arrive or to make alternative travel arrangements.

Company accepts no responsibility for any loss or damage to property, however such loss or damage may not be caused.

Company cannot be held responsible for being given the wrong booking information by the customer.

The company accept no liability for the following: Severe traffic delays, road closures, extreme and poor weather conditions.

The company accept no liability for any booking which is made less than 6 hours of the trip. The company reserves the right to cancel the booking if unable to provide service considering the short notice

***Special Fares***

Please note that we provide child seats on request basis. We shall take necessary effort to ensure child seats are available, however we do not guarantee suitability for your child, or availability for your journey. Usage of child seats is entirely at the passenger's discretion, and we cannot be held responsible or liable for their usage. If child seat charges are included in the booking and unavailable during the trip, the same will be refunded back once the trip is completed.

All other special services are provided on request basis such as Meet & Greet, Waiting for Additional time, Add Via Trips, etc., These services are rendered with associated charges.

Our Prices may be on the higher side during festive days / seasons due to limited availability of drivers during seasonal periods. This is applicable across all players in the market considering the demand and supply available.

***Customer Queries***

Please reach our 24/7 customer support via following options in case of any queries relating to over payment, duplicate payment, payment confirmation, payment clarification, etc.,

Please call us at +44 7723443818 or email to info@findmytaxi.uk with necessary proofs, for us to check and take appropriate action for resolution.