

# Terms and Conditions for Transportation Services

Company Name: Attila Barat (“the Company”)

Operating Area: London and surrounding areas

Regulatory Authority: Transport for London (TfL)

TfL Operator Licence No.: [Insert Licence Number]

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## 1. Contractual Relationship

The contract for all transportation services and booking arrangements is between Attila Barat and the customer (the “Passenger”). The contract is not between any driver and the Passenger.

The Company acts as principal for all bookings accepted. Where bookings are subcontracted to other TfL-licensed private-hire operators, those operators act on behalf of the Company, not the Passenger.

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## 2. Bookings

Bookings may be made through telephone, mobile app, website, or other authorised Company channels.

A booking is only confirmed once the Passenger receives confirmation from the Company.

Bookings must not be made directly with drivers or unlicensed third parties.

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## 3. Responsibility and Liability

The Company accepts responsibility and liability for all bookings and services it supplies, subject to these Terms and applicable law.

Liability for any direct loss or damage is limited to the cost of the booked journey.

The Company is not liable for indirect or consequential losses, including loss of profit, opportunity, or business.

The Company is not responsible for missed flights, trains, or onward connections resulting from traffic, accidents, or delays caused by Force Majeure circumstances (see Clause 5).

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## 4. Drivers, Vehicles, Capacity and Safety

The Company ensures all drivers:

- Hold valid TfL Private Hire Driver Licences
- Operate correctly licensed and insured vehicles
- Hold hire and reward motor insurance

All vehicles are maintained in roadworthy condition and undergo regular safety inspections in accordance with TfL requirements.

Drivers may refuse luggage that exceeds the vehicle's capacity or compromises safety. Passengers must advise at the time of booking if they require special equipment, luggage space, or a child seat.

Passengers are responsible for supplying their own child seats unless one is pre-requested and confirmed by the Company (subject to availability).

Bookings may be subcontracted to other TfL-licensed operators in accordance with the Deregulation Act 2015. The name of any subcontracted operator will be provided on request.

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## 5. Force Majeure

The Company endeavours to provide reliable service but cannot guarantee it in circumstances beyond reasonable control, including severe weather, road closures, accidents, strikes, breakdowns, or technical issues ("Force Majeure").

The Company is not liable for failure or delay in performing services caused by such events.

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## 6. Cancellations and No-Shows

Cancellations must be made directly with the Company. There are no cancellation fees; however, at least 24 hours' notice is requested.

Repeated short-notice cancellations may result in future bookings being refused.

If the Passenger fails to appear within 15 minutes of the scheduled pickup time without notice ("no-show"), the Company reserves the right to charge the full fare.

Refunds, where applicable, will be processed using the original payment method within 7 business days.

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## 7. Fares, Payments and Waiting Time

All fares are either:

- Fixed for set routes (e.g. airport transfers), or
- Quoted individually on request.

All quoted fares are inclusive of VAT (where applicable) and known statutory charges. Additional statutory fees (e.g., congestion, tolls, low-emission zones) may be added if incurred.

Payment is due upon journey completion unless made in advance. Accepted methods:

- Secure online payment link issued by the Company
- Card payment via the driver on the day of travel

If the Passenger delays pickup by more than 10 minutes, waiting-time charges apply. Parking or delay-related fees incurred during the journey will be added to the final fare with notice to the Passenger.

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## 8. Airport Transfers

Airport drop-offs are charged at a fixed price (inclusive of terminal fees).

Airport pickups include up to 29 minutes of free waiting time from flight landing or agreed pickup time.

Beyond 29 minutes, waiting and car park charges apply.

Routes not covered by a fixed-fare schedule will be quoted individually at booking.

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## 9. Passenger Conduct and In-Vehicle Policy

Passengers must act respectfully and follow reasonable driver instructions.

Aggressive, unsafe, or illegal behaviour may result in service refusal or journey termination.

- No smoking or vaping is permitted in any vehicle.
  - Consumption of food or drink is not allowed unless required for medical reasons (e.g. diabetes) or for infant feeding (e.g. breastfeeding or bottle feeding).
  - Passengers should avoid bringing messy or strong-odour foods when possible.
  - A cleaning fee may be charged if a vehicle is soiled or damaged.
  - Passengers are liable for any damage caused to the vehicle.
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## 10. Lost Property

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Company is not liable for items left in vehicles but will make reasonable efforts to recover them.

Perishable or hazardous items may be disposed of immediately.

Property is stored securely for up to 3 months before disposal or donation to charity.

Passengers are responsible for collecting lost items from the Company.

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## 11. Data Protection and Privacy (UK GDPR)

The Company complies with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Personal information (name, phone number, location data) is used solely for booking management, safety, and TfL regulatory recordkeeping.

Data is not shared with third parties except where necessary to fulfil bookings (e.g., TfL-licensed subcontractors).

Records are retained for the minimum period required by TfL (typically 12 months) and securely deleted thereafter.

Passengers may request access, correction, or erasure of their data by contacting the Company.

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## 12. Equality and Accessibility

The Company complies with the Equality Act 2010 and strives to ensure accessible service for all passengers.

Reasonable adjustments are made for passengers with disabilities or medical needs, and registered assistance animals are welcome in all vehicles.

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## 13. Complaints

Complaints may be submitted through the Company's contact details below.

All complaints will be acknowledged within three (3) business days and investigated with a reply within ten (10) business days where possible, in accordance with TfL guidelines.

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## 14. Contact Details

Company Name: Attila Barat

Telephone: [Insert Phone Number]

Email: [Insert Email Address]

Address: [Insert Business Address]

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## 15. Governing Law and Jurisdiction

These Terms and Conditions are governed by the laws of England and Wales.

Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

By booking a journey, the Passenger confirms acceptance of these Terms and Conditions.

