

Our Company Terms & Conditions

Hello London Chauffeur

Vehicle Type and Price: It is the passenger's responsibility to ensure that they order the correct type of vehicle to carry the numbers of passengers and luggage. Prices quoted and paid are for passengers being ready to travel at the booked time.

Luggage Type and Allowance: Normal luggage assumes that 1 Medium Size suitcase and 1 piece of hand luggage 56cm (H)*45cm (W)*25cm (D) (approximately 22 inches x 17.5 inches x 9.85 inches) per person. Any luggage that our private hire vehicles can not accommodate is the responsibility of the passenger. We reserve the right to refuse any passenger and our services if their luggage are extremely excess and deemed as unsafe for the vehicle on the road. Generally, passengers are responsible to load and unload their belongings and we will not accept liability for loss or damage to the luggage/s. Our drivers will offer a hand of help in many cases with your luggage at the passenger's discretion

Phone Bookings: All phone bookings are taken with great care and detailed attention to ensure accuracy is maintained. Some of the bookings may be recorded for training and verification purposes. We will not be held liable for any incorrect information provided by third party.

Payments: Payments can be made by the following methods: 1. Cash to the driver 2. Prepay by Credit/Debit Card, PayPal invoice.

Waiting Time Charges: Airport pick up we allow 1 hrs waiting time all other locations 15 minutes waiting time then the charges apply.

No extra charges if the flight is delayed, we will TRACK your flight progress when the plane is in the sky. 1 HOUR Waiting is FREE Once flight is landed. After 1 hour waiting time is charged, regardless of any reason, at £10 per every 15 minutes. (This is 1 hour after the flight is landed)

Cancelation Policy:

For all rides, whether hourly, long distance or A to B, guests can cancel their ride for free up to 12 hours before the scheduled pick-up time.

If the guest cancels the ride less than 12 hrs before the pickup time, the full fare charges apply. (**Cancellation within 12 hours No Refund**).

Airports NO Show:

No show is classed as follows: If passenger books car with us and failed to meet the chauffeur on pick up time, this will include home, hotel and other private address. This will include wrong date wrong time bookings. If a passenger books a pick up from an airport and fails to meet the chauffeur in the arrival hall or failed to contact the office .This means that the chauffeur will wait in the arrival hall up to 1 hour from flight landing time and if the passenger fails to meet within this time limit, if the passenger informed the office or chauffeur with a good reason for delay the chauffeur may wait for extra time (waiting and airport car park charges will apply, 1

hrs after flight landing time, Flight delays are exempt from these charges) All bookings made online or over the phone on basis of paying cash to the chauffeur, or credit debit card will be charged the full amount in the event of a No show. All bookings pre-paid by a credit or debit card will Not be refunded in the event of a NO Show. Liabilities: The Company accept no liability for the following. Passenger does not reach his/her destination for the following reasons: Act of nature, explosion, flood, tempest, fire or accident, or, sabotage, insurrection, civil disturbance or requisition acts, restrictions, regulations, by laws, prohibitions or measures of any kind on the part of any governmental, parliamentary or local authority. Traffic accidents, traffic hold ups, traffic congestion, diversions, Strikes, lockouts or other industrial actions or trade disputes (whether involving employees of the service provider or of a third party) Flight delays and / or flight cancellations, power failure or breakdown in the machinery including computer and email systems, networks and our website or booking system.

Child Seat:

Please note that we provide free child seats as a courtesy service. Whilst we make every effort to ensure child seats are available, we cannot 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.

Responsibility of the Operator

As a licensed London Private Hire Vehicle (PHV) operator, we are responsible for:

- Accepting all bookings for private hire transportation services.
- Ensuring the provision of transportation services as booked by the passenger

The passenger enters a contract directly with us as the operator for both the booking and the transportation services.

Creation of a Contract:

By making a booking with us, passengers agree to enter into a contract with Hello London Chauffeur for both:

- The acceptance of the booking.
- The provision of the transportation services.

The contract remains in force throughout the journey, regardless of whether the transportation is carried out by one of our drivers or subcontracted to another licensed operator.

Fare Collection:

Fares for all journeys are:

- Collected by us as the operator, or
- Collected by the driver on behalf of the operator, with the driver acting as our agent.

All payment arrangements, including fares and additional fees, will be confirmed at the time of booking.

Cancellation Policy:

Only Hello London Chauffeur, as the operator, has the right to cancel a booking with a passenger. Drivers may decline a specific journey offered by the operator, but they cannot cancel a confirmed booking with the passenger.

Operator Liability:

Hello London Chauffeur accepts full liability for the transportation services provided under the booking. This includes any liability for services carried out by our drivers or subcontracted to another licensed operator.

Sub-Contracting of Bookings:

We reserve the right to subcontract bookings to other licensed private hire operators when necessary. However, the contract between the passenger and Hello London Chauffeur remains in effect at all times. Passengers will be notified if their booking is subcontracted.