

# PLASHET MINI CABS LTD.

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Version :2025

## Disclaimer

THESE STANDARD TERMS OF SERVICE APPLY TO ALL CONSUMER, NON-COMMERCIAL, USE OF THE SERVICES ONLY. Any use by you of the website [www.yoloridelondon.com](http://www.yoloridelondon.com) (the “Sites”) is conditional upon your acceptance of these Terms & Conditions, including our Privacy Policy. Your use of the Site indicates that you accept these Terms & Conditions, regardless of whether you choose to register with us or not. We reserve the right to amend these Terms & Conditions from time to time without notice and at our discretion. Any such amendments shall come into effect immediately once posted, therefore it is your responsibility to periodically review this page. Your continued use of the Site will be deemed acceptance of any such amended Terms & Conditions. IF YOU DO NOT ACCEPT & AGREED TO THESE TERMS & CONDITIONS, DO NOT USE THIS WEBSITE.

This Notice Is Issued By Plashet Mini Cabs Ltd (The “Company & Its Management Team”).

## CONSUMER STANDARD TERMS OF SERVICE

We are **Plashet Mini Cabs Ltd** (also known as Kwick Cars, Yolo Ride London, WestHam Cars, Plashet Minicabs), a company registered in England and Wales (Registration Number: 7336578) whose registered address is located at 47 Plashet Road – London – E13 0QA

We take bookings using our various booking Channel/platforms such via email, via third party booking agent (OTS, Minicabit, via phone, via our booking website. We are in principle Service Provider for Private Hire Service to Customer by using Private Hire Driver. We provide Passenger Services, Day Trips, Small Tour Domestic Tours, and Courier Services as a Licensed Operator and/or Fulfilment Partner as set out in these Terms (collectively the “Services”). - We are authorized by Transport For London known as TFL as Private Hire Operator. Details of Plashet Mini Cabs Ltd and all other licensed private hire operators can be found at [www.tfl.gov.uk](http://www.tfl.gov.uk)

When you book one or more Services these consumer standard terms together with all annexes, appendices, price lists and all linked pages indicated and documents referred to herein apply to your use, and the Passenger’s use, of the Services (the “Terms”). We keep these Terms (including pricing) updated and we amend them every so often. Please remember to check these Terms before you make a Booking, as the latest Version / set of Terms will apply to your Booking.

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## **Business Terminology & Expressions in these Terms & Conditions:**

1. **The Company, we, us** - refers to Plashet Mini Cabs Ltd & its Team. Whereas YOU, Consumer, Customer, Passenger is mainly referring to the person who requesting or in need of services using our platform(s).
2. **Booking Channel** means the Site, App, Phone Lines, email, or certain third-party distribution channels (OTS, MiniCabit etc.)
3. **Our Booking Line(s):**
  - i. 02085332000 & 02089866677
  - ii. 02084700444 & 02084724999
  - iii. 07515727007
4. **Our Email(s):**
  - i. [plashetcars@gmail.com](mailto:plashetcars@gmail.com)
  - ii. [admin@yoloridelondon.com](mailto:admin@yoloridelondon.com)
5. **Our Website(s):** [www.yoloridelondon.com](http://www.yoloridelondon.com)
6. **APP(s)**      **Not Available**
7. **Aggregator:** means a carefully selected platform provider to whom Plashet Mini Cabs Ltd may subcontract the Services or any part thereof and who will further subcontract the Services or any part thereof to its network of third-party private hire.
8. **Bookings or Journey (Trips):** It means a booking for a Driver, Chauffeur or Fulfilment Partner (as applicable) to provide (i) Passenger Services were conducted using a Booking Channel. Or (ii) Courier Services were made using a Booking Channel.
9. **Courier Services** means (i) the carriage or delivery of Goods in the United Kingdom subject to availability; and (ii) the delivery of Goods nationally, by way of a Courier Services Vehicle, or by Overnight Courier from the Collection Address to the Destination Address. Using our Courier Vehicle(s) such as Motorbike, Salon Car, MPVs, 7-Seater, 8-Seater, 9-Seater, accordingly, used for the carriage or delivery of Goods.
10. **Passenger Services** means the transportation of at least one Passenger (together with any applicable luggage), by an Our Fleet Driver from the Collection Address to the Destination Address and shall include Private Hire Minicab Services (Local Bookings or Airport Bookings or Tours Trip etc.)
11. **ASAP Bookings:** means a Passenger Services Booking for the next available Driver, Chauffeur or Fulfilment Partner (as applicable).
12. **Pre-Booked Trips:** means a Passenger Requesting Private Hire MiniCab Services (Trips) for the pre-set date & time with available Driver, Chauffeur or Fulfilment Partner (as applicable).
13. **Local Bookings** means a Passenger Services Booking made to or from any Locations other than airports such as London Heathrow, London Gatwick, London City, London Stansted and London Luton and all other UK airports.
14. **Re-Booking** - All bookings must be made through the office either via the website, telephone, or e-mail. In this way confirmations are sent out and the journey is insured. Re-Booking must not be made with your driver.

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15. **Airport Bookings** means a Passenger Services Booking made to or from any of the following airports: London Heathrow, London Gatwick, London City, London Stansted and London Luton and all other UK airports. **Airport Drop Off Fee** is Charged Additionally for all airports drop off trips. These fees may change from time to time. – **See Section Annex 1– Additional Charges List**
- a. **Plashet Mini Cabs Ltd** will honor requests for a "deferred" collection time, e.g. [X] minutes after flight landing. However, customers requesting this are not entitled to any additional waiting time beyond the requested period. No compensation will be offered if the passenger(s) is ready earlier than planned and has to wait until the scheduled collection time for the driver to arrive.
16. **As Directed Bookings** means a Passenger Services Booking that: (i) is within the London Postal Area; (ii) is restricted to a driving distance of less than 8 miles in any 1-hour period of hire; and (iii) in relation to Passenger Services has a minimum of 3 stops in the period of hire, where one or more Passenger(s) directs the Driver for the period of hire.
17. **Amendments to Any Booking(s)** - Any amendment must be made via an email or by telephone to us to which you will receive an email confirming with the amendment approved. Amendments must not be made with your driver.
- a. **Any Amendments to the booking may** affect the Fare. If not sure, it is advisable to check with the booking staff before making any changes / amendments.
- b. Changes to the Collection Address or Drop Off Address or Both may be permitted. It is subject to availability and feasibility.
- c. Changes to the Vehicle Type may be permitted. It is subject to availability and feasibility. **No Refund** will be made if the wrong size vehicle is ordered. – **See Annex 1 – Vehicle Fee & Capacity**
- d. Changes to the Any Additional Services request may be permitted. It is subject to availability and feasibility. **See P.34**
18. **Collection Address or Pick Ups Address:** means the address provided by Customer at the time of making the Booking as the address from which the Private Hire Vehicle or Courier Services Vehicle (as applicable) shall collect (i) you and/or your Passenger(s); (ii) collect the Goods (as applicable).
19. **Drop Off / Destination Address:** means the address provided by Customer at the time of making the Booking as the address to Drop (i) you and/or your Passenger(s); (ii) Deliver the Goods (as applicable).
20. **The Standard Total Fare (Ride Fare):** The amount is agreed to be paid by the customer for the Journey that has been Booked or Requested. Our Fare is calculated based on distance & duration between Collection Point to Final Drop Off Point. Usually Ride Fare calculation is as follows - **RIDE FARE + VEHICILE FEE + ADDITIONAL SERVICES CHARGES (IF ANY) + WAITING TIME (IF ANY) + THIRD PARTY FEE**
21. **Business Day:** means a day other than a Saturday, Sunday or National or Public Holiday and, when banks in London are open for business and Business Hours shall be construed as 10.00am to 16:00pm on aBusiness Day.
22. **Customer / Passenger:** In Simple terms the person who acquires our services – Traveler, it means you and/or your Passenger(s), requesting a Private Hire Booking Service and/or using Booking Channel(s) accepting Our Terms & Conditions set by the Company.
23. **Driver or Chauffeur** means any person contracted to **Plashet Mini Cabs Ltd** or any Group Member who drives a Private Hire Licensed Vehicle or Courier Services Vehicle. All Fleet Drivers must have Reward & Hire Insurance in order to provide service, Private Hire License issued by TFL.

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24. **Vehicle Fee:** The amount is agreed to be paid by the customer for the Vehicle Types Requested. Our Vehicle fee is Fixed. This fee is added to the fare additionally on top of the fare amount. - **See Section Annex 1– Vehicle Fee List**
25. **Parking Fee:** means a fee or charge applicable for parking and / or entry to certain Collection Addresses and/or the Destination Address which will be added to the Charges (The Total Fare) additionally. **See Section Annex 1– Parking Fee List**
26. **Cards & Card Payment** means a credit card or debit card & payment in relation to a Booking, made by a credit card or debit card (as applicable). **\*Third Party Fee applies (X)% on Total Fare – which customer is liable to pay.**
27. **Goods:** means any permitted goods transported by us pursuant to a Passenger Services or Courier Services Booking and which are not the Prohibited Goods. **See Section 2.12**
28. **User Profile** means the personal user profile created for use of the Services in accordance with **Section 1 – Services** - of these Terms.
29. **Minors or Teenager** – means Minor whose ages is less than 12 & teenager means whose age is between 12 to 18 years old.
30. **Restricted Street** means any Collection Address or Destination Address which is subject to any parking law or regulation prohibiting any Vehicle or Courier Services Vehicle from entering, waiting and/or parking. We would not be able to provide services to such locations due to restrictions.
31. **Waiting Time & Its Charges:** Means Our Driver will wait for passengers at pickup location.
- We offer **05 min free** from the Booking time in all types of bookings except AIRPORT PICKUPS.
  - ASAP BOOKINGS** - It will be **05 min free** from the arrival time of the driver.
  - AIRPORT PICKUPS** - It will be **60 min free** from the Flight Landing Time where the Journey is booked as pick up from Any Airports.
  - After **Free Waiting Time** is finish and driver is still bound to wait because customer or parcel is not ready to pick up, the Customer is liable to Pay - **Additional Waiting Time. - £0.40per min.**
32. **Additional Surge / Access Fare** – means we charge access fare in certain circumstances to cope up with demand and ease out on overbooking or due to shortage of supply chain.
- UK Bank Holiday Surge:** which will apply during the bank holiday period when demand is higher in general, and the supply chain has shortage. We charge higher than the total fare. - List of Bank Holiday Can be found on <https://www.gov.uk/bank-holidays>
  - Demand Surge:** which often applies during the high demand period on any given day. We charge higher than the total fare.
  - Christmas & New Year Surge:** which applies from 24<sup>th</sup> December 13:00pm to 26<sup>th</sup> December 13:00pm & from 31<sup>st</sup> December 15:00pm to 1<sup>st</sup> January 15:00pm – We charge higher than the total fare.
  - Strike or Disruption Events** that disrupt the traffic in general terms, we apply as demand surge and charge higher than normal fare depending on severity of the situation. **Disruption Event:** means any event which causes material disruption to the transport network and will include, without limitation, Strikes, transport network staff shortages, tube and rail closures, road works and closures, severe weather, major events, or other circumstances with an unforeseen impact on supply and demand.

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## 33. Cancellation Policy & its Fee(s):

- i. **Standard Rule:** Customer can Cancel any trips prior to **6 Hour notice** prior to the booking time as **free cancellation policy with no Obligation**. You can cancel any trip as long as it is not assigned or dispatched to the driver. A 100% refund will be issued in such circumstances.
- ii. Passengers cannot cancel any trips once driver has accepted The Journey. (Dispatch Text Will be sent at this stage.) – at this point Relevant Cancellation Fee will be applied which customer are liable to pay.
- iii. You acknowledge that if you change the Collection Address after the Driver, Chauffeur or Fulfilment Partner (as applicable) has been allocated, such Booking will be cancelled, and a new Booking will be made for the new Collection Address. You may therefore be liable for a Cancellation Fee of £7.00 in addition to your new fare based on new addresses.
- iv. All cancellations can be made via phone calls or email. If you are using a website or APPs, you can login to your account and cancel it. The system will not allow to cancel any trip which has less than 4 hours from its due time. If you do not receive an email from **Plashet Mini Cabs Ltd** confirming the cancellation, then we have not received it. In this case, please call our Helpline Number which is +44 0208 533 2000.
- v. **Account Ride Cancellation Fee - Full Fare will be charged** if cancelled less than 6 hours prior to the booking.
- vi. If Any **PrePaid / Postpaid Ride** is completed by client request before reaching to destination, **The Full Fare will be charged** for such rides. **NO REFUND WILL BE ISSUED**
- vii. **Cancellation Fee:** At Any Point of times, Customer Can Cancel the trip. system will automatically calculate fee as cancellation based on Chart Below.

Standard Cancellation Fee	£7.00 (Local Trips)
Airport Drop Off Cancellation Fee	£30.00 or Full Fare Value whichever is higher.
Airport Pick Up Cancellation Fee	£80.00 or Full Fare Value whichever is higher.

## 34. Additional Services & its Charges: Means all extra charges other than the Charges payable by you in relation to a Passenger Services Booking and/or Courier Services Booking as set out in these Terms. A list of Additional Charges for Passenger Services is set out below. The customer must pre-request any additional services that may be needed during the journey. - **See Section Annex 1 – Additional Services Charges List**

- i. **Guide dogs Assistance:** where customer is registered Disabled and has Guide dogs for his/her assistance. The customer Does not require to pre-inform. - Guide dogs are not subject to this condition and may be carried without notifying us when using our services.
- ii. **Child / Booster Seat:** where customer has child and required child seat or booster seat.
- iii. **Pet Friendly Vehicle:** where customers are carrying and required Pet Friendly vehicles. We or our driver has the right to refuse to take in any Pet that the driver is not comfortable to drive with. DOMESTIC PET ALLOWRED ONLY. You must inform us when making a Booking if you or your Passenger(s) wishes the Vehicle to carry domestic animals (PET).
- iv. **Booking Fee** is charged for the web booking portal only.
- v. **Clean Air Fee (CCG)** is charged when the whole Journey or part of the journey is Starting, Ending, or going through **Congestion Zone** - (London Postcode Areas W1, W2, SW1, NW1, WC1, WC2, EC1, EC2, EC3 and EC4, E1, SE1, SE11) – This may vary from time to time.
- vi. **Peak Hour Fee:** is charged when Whole Journey or part of the journey is Starting between Peak Hour time which is Set by Plashet Mini Cabs Ltd. - This may vary from time to time. **(a) Peak Hour (M): 07:00 to 10:00am (b) Peak Hour (E): 14:00 to 19:00am**
- vii. **Standard Airport Pick up** where the customer is requesting us to meet up in arrival hall when customer is arrived in arrival hall or designated Pick-Up Point. The driver does not wait for Passenger in the arrival hall.



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- viii. **Executive Airport Pickup (M&G) – Meet & Greet** where the customer is requesting us to meet up in the arrival hall at Pre-Agreed Meeting Point with Name Board of Head Passenger.
- ix. **Motorway Route Only** where the customer is requesting us to use mainly Motorway / National Highway Route for the Trip wherever possible.
- x. **Multi-Stop Fee (Via)** where the customer is requesting us to pick up or drop off at multiple locations other than Main Collection Address & Final Destination Address.
- xi. **Food / Flower / Cake / Grocery Delivery** where the customer is requesting us to deliver The Food / Flower / Cake / Grocery which is ready to collect & deliver to them.
- xii. **School Runs – With Escort** where the customer is requesting us to collect escort first from his/her home address then collect child and then drop the child to school and then drop the escort to their home.
- xiii. **School Runs – Without Escort** where the customer is requesting us to collect Child his/her home address then drop the child to school without needing any escort.
- xiv. **Car Cleaning & Loss of Earning Fee** applies when during the journey, any of the customers vomit or spill food or any liquid in car & due this, driver had to stop work immediately and go to clean the car before accepting next trip or had to take the day off due to this scenario. These fees are fixed, and Customer are liable to pay whether they are travelling or not in case they book for someone else.

## 35. IATA Luggage Guideline

- a. **Check-In Luggage** – 26-29” in Size or 23-30kg Maximum Capacity per suitcase (Our Recommendation). IATA has guidelines for baggage, but the number and weight of baggage allowed free of charge can vary by airline, frequent flyer status, routing, and fare. To avoid additional costs, please check with your airline before you travel so that you are fully aware of the checked baggage allowance included with your airfare. Each bag should weigh less than 23KG/50LBS. This is an international regulation set for the health and safety of airport workers who have to lift hundreds of bags daily. If your bag weighs more than this, you may be asked to repack, or have it labeled as "heavy luggage". The maximum weight for one bag is 32KG/70LBS in the EU and the US. Some airlines impose lower limits. The "piece concept" is generally in use on flights within, to and from Canada and the United States. This concept defines the number of bags entitled by the passenger's ticket. Where the "piece concept" applies, generally, two pieces of checked baggage are allowed per passenger, each piece weighing a maximum of 32 kilos (70 lb.) and measuring no more than 158 cm (62 in) when adding the dimensions: height + width + length.
- b. **Cabin Luggage** – 15” in Size or 5-7kg Maximum Capacity per suitcase (Our Recommendation). Carry-on baggage allowance can vary according to the airline, the cabin class you are traveling in and even the size of the aircraft. As a general guide, carry-on baggage should have maximum length of 22 in (56 cm), width of 18 in (45 cm) and depth of 10 in (25 cm). These dimensions include wheels, handles, side pockets, etc. Some airlines also enforce weight limitations, typically starting at 5kg/11lbs. To avoid additional charges, please check with your airline before you travel so that you are fully aware of the carry-on baggage allowance included with your airfare. If you are using different airlines throughout your journey, you should check their individual websites for up-to-date information regarding carry-on baggage allowances.
- c. **Excess Baggage:** means luggage weighing more than the limit allowed on a minicab or does not fit in a Vehicle's Boot which requested by customer & driver had to put luggage on passenger's seat to accommodate. **Such baggage is liable to an extra charge of £10.00.** if customers are refused to pay, the driver may refuse to carry out the journey further. We cannot issue any refund on such circumstances since customer is fully liable to book correct size of vehicle based on their luggage. If you are not sure which vehicle is suitable for the trip, must contact our booking lines for more assistance 4 hour prior to booking date & time or at the time of booking to avoid any confusions.

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## GENERAL TERMS & OBLIGATIONS

- d. You will receive a 'Booking Confirmation Acknowledgement' via SMS or email for the journey(s) you have Booked. You are responsible for checking that the details received from us are correct.
- e. You will receive a 'Driver's Details' SMS or email when the journey has been assigned to a driver.
- f. This will contain the pick-up instructions and the driver's telephone number.
- g. For passenger safety, Private Hire Licensing regulations require all luggage to be securely fastened in the boot of the vehicle, please ensure to take this into account when choosing a vehicle.
- h. We, the company, reserve the right to refuse carriage of animals which were not agreed at the point of booking. All animals must be secured in a suitable transport box/crate & accept no responsibility for costs incurred from a failure to abide by these terms.
- i. The exact route of your journey is down to the driver's discretion on the day of travel, alternate routes may be requested and will be assessed by the driver on a case-by-case basis.
- j. If your flight has any serious delays, please inform us as soon as possible.
- k. The company reserves the right to provide an upgraded car type from the original selected if your chosen vehicle is unavailable.
- l. All card payments are processed securely by SumUp / Stripe Payment Gateway. Customer-initiated transactions (CIT) performed on our public website are initialized with the ability to be 'repeated', subject to relevant security checks. This could be for a different amount to the original payment. For example, if you were to request a 'Meet & Greet' service be added to your journey after your booking is placed, with your permission we may acquire the additional fee for this service from the original payment method without needing to re-take card details. You will always have the opportunity to choose an alternate payment option. Full or partial refunds can also be applied to the original payment method to cover fare reductions or cancellations; however please note that fees may apply for cancellations, depending on the circumstances (see 'Cancellations Policy').
- m. We will use reasonable efforts to ensure that we, the MiniCab Driver, or the Fulfilment Partner (as applicable) provides a Vehicle or in the case of Courier Service, the Courier Services Driver, or Fulfilment Partner (as applicable) provides a Courier Services Vehicle which is in good working order and of the type you request when making the Booking. If the particular type of Vehicle or Courier Services Vehicle (as applicable) requested is not available, a reasonable alternative Vehicle or Courier Services Vehicle will be provided. While we shall use all reasonable endeavors to provide the Passenger Services within the timeframes indicated in the Booking, time shall not be of the essence.
- n. We shall be entitled to exercise a lien over any Goods and/ or property belonging to any Passenger until we receive full payment of any Charges and/or Additional Charges due to us.

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## 2. THE SERVICES & its Terms

- 2.1 In order to use the Services, you can call our booking telephone lines, or by emailing us or book online using our website. When you book via booking line, email. We do not create any online profile for you to use in future.
- 2.2 When you book online, the system will auto create your online user profile using the basic information that provided by you such as Your Name, Your Mobile or landline Number, Email ID & Home Address. and will send you an email with user profile's credentials. you can maintain an active personal user profile ("**User Profile**"). You can login using the credential sent to you via email. We strongly advise to change password for better security. - Upon successful creation of a Profile, you may make Bookings for Passenger Services and/or Courier Services using the Booking Channels.
- 2.3 You must be at least 18 years of age, or the age of legal majority in your jurisdiction (if applicable and if different than 18), to set up a User Profile.
- 2.4 Profile registration requires you to submit certain personal information, such as your name, address, mobile phone number and age, as well as at least one valid payment method supported by us. If you wish to make a Card payment, you will provide us with, and we shall store, the long number of your Card together with the Card expiry date, for each Card you upload to your Profile. You are responsible for all activity that occurs using your User Profile, and you agree to always maintain the security and secrecy of your Profile username and password. You may only create one Profile unless otherwise agreed by us.
- 2.5 A Booking may be for Courier Services, an ASAP Booking, an As Directed Booking, or maybe Pre-Booked.
- 2.6 Customer Can book services for themselves or someone else but customer is liable to pay all fares and its additional charges in case they booked for someone else, and that party is not able to pay for any reason.
- 2.7 A Booking constitutes an offer by you to purchase Services in accordance with these Terms. A Booking shall only be deemed to be accepted by us when we issue written confirmation of the Booking via text message, email or push notification from the App or on commencement of the Booking (whichever is the earlier), at which point and on which date and time a contract for the of those services to which the Booking relates shall come into existence. The Passenger, in each case, is deemed to have accepted the Terms when making use of the Passenger Services. Each Booking constitutes a Contract between Plashet Mini Cabs Ltd (as principal), the Passenger and you (if the person making the Booking is different from the Passenger) ("**Contract**"). There is no obligation on us to accept a Booking and it may be declined for any reason. For the avoidance of doubt, you agree to remain fully liable under these Terms for the actions or omissions of the Passenger(s) as if they were your own actions or omissions and our obligations to the Passenger will be determined by these Terms as if they were you.
- 2.8 The company use their own transport wherever possible but do use third party companies (Private Hire Operator) where appropriate. You acknowledge that Network Services will be provided by Fulfilment Partner(s) in locations where Plashet Mini Cabs Ltd does not have Drivers or Chauffeurs available. In such circumstance, The principal contract between the customer and the company does not affect the customer's statutory rights and company's responsibilities. We Shall check that each Fulfilment Partner maintains motor liability insurance, regulatory and all other compliance obligations required by law and for good practice in the location in which the Fulfilment Partner provides Passenger Services.
- 2.9 To the maximum extent permitted by law, we remain responsible solely for our obligations to you, as set out in these Terms, to the exclusion of all other Terms.
- 2.10 Where your journey is fulfilled by a Driver or Chauffeur licensed by Transport for London, Plashet Mini Cabs Ltd will contact you again via text message, email or push notification, before the start of your journey, to confirm the Vehicle license plate number, the driver's contact details, the driver's private hire Vehicle license number and where a Passenger can receive it, a photo of the driver.
- 2.11 Where you make a Booking for Services that is not fulfilled by a driver licensed by Transport for London, Plashet Mini Cabs Ltd may, upon request, provide you with the name, contact details and/or Vehicle license



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plate number of the relevant Driver or Chauffeur who will be fulfilling the Booking.

- 2.12 We reserve the right on no notice to you to amend the Services if necessary to comply with any applicable law, statute, regulation, statutory instrument, directive, and all other legislation or if the amendment will not materially affect the nature or quality of the Services.
- 2.13 We shall use reasonable endeavors to provide a Vehicle of the type specified by you (and in the event that such a Vehicle is not available, a reasonable alternative Vehicle) within any time for so doing given by Us (Plashet Mini Cabs Ltd).
- 2.14 You are liable for any and all payment of Charges and Additional Charges for a Booking for all Services booked pursuant to these Terms, and you must pay the Charges and Additional Charges for each Booking in full and without set-off.
- 2.15 We reserve the right to amend the Charges and the Additional Charges including after a Booking is made and including without limitation to reflect changes in law, statute, regulation, taxation, statutory instrument, and directives.
- 2.16 You may elect the method of payment for a Passenger Services and/or Courier Services Booking, made using calls, email, the Site or App – Main Method of Payment available to elect as below.
- (a) Cash: Cash To The Driver – **See Section 1.18**
  - (b) System Generated Payment Link: Payment Using Payment link generated by Office (our merchant generated link - SUMUP)
  - (c) BACS: Via Bank transfer – this method is only available to invoice clients to whom we sent invoices periodically.
  - (d) By card online: Stripe Payment Gateway on our website
- 2.17 Where you make a Card Payment for a Booking, **subject to section 1.19 below**, we will process payment as follows: (i) in respect of the Charges prior to the Booking commencing and (ii) in respect of the Additional Charges after the Booking has completed, in each case using the Card used to make the Card Payment for the Charges relating to the Booking. In respect of Additional Charges, your Card will be debited a second time and will be identified on your Card statement as **"Yolo Extras"**.
- 2.18 If you have made a Passenger Services Booking and elected to make payment by cash, where this is an available option, the Driver Chauffeur or Fulfilment Partner (as applicable) will in his/her sole discretion collect the (i) Charges prior to the Booking commencing, or upon completion of the Booking and (ii) Additional Charges upon completion of the Passenger Services and/or Courier Services Booking.
- 2.19 Where you make a Card Payment for a Passenger Services and/or Courier Services Booking and your Card Payment is declined by the Card-issuer or on its behalf, you agree that Plashet Mini Cabs Ltd or a Group Member reserves the right, including on behalf of a Driver, or Fulfilment Partner (where applicable), to use and take payment for Charges and/or Additional Charges from any other payment Card registered in your Profile in your sole name, where available. - In the event of that we are unable to collect payment for the Passenger Services and/or Courier Services Bookings, we shall be entitled to charge, and you shall be liable to pay interest at a rate of 10% Per annum on any amount outstanding until payment is made, both before and after any judgment. **The customer is also liable to pay all legal costs that may occur due to non-payment of the services that have been used & completed by us.**

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## 3. PASSENGER SERVICE CHARGES (Fares) & Terms To Adhere

- 3.1 On providing your Collection Address, Destination Address and selecting the Vehicle, you will receive a quotation showing the amount of the Charges for the requested journey.
- 3.2 The Charges are based on our chosen route between your Collection Address and Destination Address (via any other pick-up or drop-off points you specify at the time of making the Booking).
- 3.3 We may permit changes to a Booking by a Passenger on whose behalf the Booking was made, and you acknowledge that you are liable for all Charges and Additional Charges for the Booking as changed. If a Booking change results in a full or partial refund to you, we will credit the Card used to make the Booking & vice versa.
- 3.4 Booking is accepted for an unaccompanied **Teenager**; we will not deviate from the Destination Address except in an emergency. We may, at our discretion, decline to accept such Booking and we shall not be liable to you or be deemed to be in breach of these Terms if we decline to accept such Booking. We do not accept any additional responsibility for **any Minor, or Teenager**, who travels unaccompanied in a Vehicle.
- 3.5 In relation to Passenger Services Additional Charges shall be payable if:
- (a) you change the Collection Address and/or Destination Address or Vehicle type.
  - (b) you ask the Driver or Fulfilment Partner (as applicable), and the Driver or Fulfilment Partner (as applicable) agrees, to make any additional pick-ups or drop-offs on route.
  - (c) you require the Driver or Fulfilment Partner (as applicable) to take any variation route to follow from our chosen route.
  - (d) you require the Vehicle to carry more passengers than indicated when making the Booking.
  - (e) you require the Driver or Fulfilment Partner (as applicable) to wait between the stops of a Return Journey.
  - (f) you or any other Passenger, domestic animal (Your Pet), or Bicycle soil, contaminate or damage a Vehicle, in which we charge cleaning fee up to a maximum of £200 shall be charged.
  - (g) tolls or road related charges are payable in relation to your Booking unless it is agreed otherwise.
  - (h) If you are making an Airport Booking, Flight Details are mandatory.
  - (i) a Parking Fee, Waiting Time Fee, Drop Off Fee and/or Cancellation Fee may be applicable to Your Booking.
  - (j) The relevant Pet Friendly Fee will be applicable if you do not specify that the Vehicle is to carry a pet when making the Booking, and the Driver Subsequently agrees to carry such a pet.
- 3.6 **Postponing Pre-Booked Bookings.** If your Booking is Pre-Booked and wish to postpone your booking, you must notify us via calling our booking line or sending an email 4 hours prior to booking time. If fail to do, we continue as per the original request at the time of the booking made. Unfortunately, We cannot issue any refund in such circumstances.
- 3.7 If you and any of your Passengers do not comply with the above conditions or provide misleading information at the time of the booking, the Driver may refuse to commence or continue your Booking, and you shall be charged full Fare and **NO REFUND** will be issued.
- 3.8 Drivers and/or Fulfilment Partners (as applicable) may, at their discretion, assist you or your Passengers needing assistance to enter or exit the Vehicle, but shall do so at your sole risk.
- 3.9 **No Show by Customer:** Where you or your Passengers do not appear for the Passenger Services Booking, & we have not been notified by you about any amendment or cancelation, you shall be charged full fare. **NO REFUND** will be issued under such circumstances.
- 3.10 **Lost & Found - Passenger's Property (Belongings).**
- (a) If you or any Passenger leaves any property in a Vehicle, we will not be responsible for such property or its damage. We advise all our customers to check & take their belongings when they leave the vehicle. If a Driver finds such property, we will use reasonable efforts to store the property for 28 days and you can contact us by sending an email to [admin@yoloridelondon.com](mailto:admin@yoloridelondon.com) with your booking number or journey information to have the property returned for which a charge may apply. After 28 days, we may return, sell, destroy, or otherwise dispose of the property and

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we shall not be accountable to you for it.

- (b) if our driver finds any belongings after completing the trip, he/she will take the item to the office (47 Plashet Road – LONDON – E13 0QA) where we will store the item & our admin team will notify the customer. If a customer requires to collect from the office, they must come to collect on **Business day only**. We must require form National ID before we handover the item to the customer.
- (c) If a customer requires to deliver the item to the chosen location, they must pay Delivery Cost informed by admin team via card only. We do not accept cash in such circumstances. We must require form National ID before we handover the item to the customer. – Delivery cost will be based on distance from our office address to delivery location and duration between these locations.

## 3.11 **PASSENGER CODE OF CONDUCT**

During the provision of any Passenger Services, you and all your Passengers must:

- (a) not smoke, including electronic cigarettes.
- (b) not play any musical instrument or broadcast any recorded music.
- (c) not consume alcohol nor be intoxicated.
- (d) wear a seatbelt at all times whilst in the Vehicle.
- (e) not engage in excessive physical contact.
- (f) not behave in a disorderly, inappropriate, threatening, or abusive manner, or be a nuisance, distraction or a danger to the Driver or other road users. **ZERO TOLERANCE POLICY TO BE ADHERE.**
- (g) unload and load your own luggage (including any bicycle or pet). Drivers may assist at their discretion and at your sole risk.
- (h) not film or record inside the Vehicle at any time.

3.12 **Prohibited Goods** – we shall never be allowed to carry or transfer prohibited goods. If a customer booked a Journey with such items, we shall cancel the trip with immediate effect and NO REFUND will be issued in such circumstances. The list of Prohibited Goods is as follows.

- (a) Any Goods which are radioactive, toxic, flammable, explosive, noxious or otherwise of an inherently dangerous nature.
- (b) Any Goods that have an intrinsic value of over £1,000 unless that value has been notified to us, in writing at the time of Booking the Courier Services and we have agreed to undertake delivery thereof in writing and subject to you having arranged insurance for carriage thereof.
- (c) Any Goods, the possession of which is illegal or which it is illegal to export under the laws of England and Wales or the laws of any country to or through which delivery is to be made.
- (d) Any Goods of a perishable nature that may deteriorate in transit unless agreed otherwise in writing by or on our behalf/on behalf of the Driver.
- (e) Any Goods that are fragile and/or that are likely to be damaged in transit unless the precise nature of the Goods has been notified to us in writing at the time of making the Booking and we have agreed to undertake delivery thereof in writing and subject to you having arranged insurance for carriage thereof; or
- (f) Any bullion, precious metals, cash (coins or banknotes) precious stones, jewelry, antiques, works of art, livestock, animals, glass or part-glass items, marble, ceramics, security safes, pianos, house removals or perishable foodstuffs unless the precise nature of the Goods been notified to us, in writing at the time of making the Courier Services Booking and we have agreed to undertake delivery thereof in writing and subject to you having arranged insurance for carriage thereof

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## 4. COMPLAINTS & ITS RESOLUTIONS PROCESS

- (a) Any complaints regarding service must be raised in writing with our office email only at [admin@yoloridelondon.com](mailto:admin@yoloridelondon.com)
  - (b) The customer should provide Job ID and journey brief information to trace the trip and also describe the nature of the complaint and any expected resolution if they may have
- All complaints must be submitted within 30 days of the service or journey completion date.

## 5. COURIER SERVICES SPECIFIC TERMS & ITS CHARGES

- 5.1 On providing your Collection Address, Destination Address and selecting the Courier Services Vehicle, you will receive a quotation showing the amount of the Charges for the requested delivery. Charges for the Courier Services Booking shall not include negotiating stairs at either the Collection Address or the Destination Address.
- 5.2 We shall use reasonable endeavors to deliver all Goods consigned for delivery to the Destination Address identified in your Courier Services Booking. Any receipt obtained by us in respect of delivery of Goods shall be conclusive as to time, date, and place of delivery.
- 5.3 During the Christmas and New Year Period, UK Bank Holidays and National and Public Holidays, the times scales for processing Courier Services Bookings and delivery of Goods to Designation Address will be adjusted to the next working day following the Christmas and New Year Period, UK Bank Holiday and National and Public Holidays. **Higher than Normal fare is applicable.**
- 5.4 You must make sure that all Goods consigned for delivery are adequately packed and labelled with the Destination Address and identity of the party to whom they are to be delivered as well as your return address if this is different to the Collection Address. Also provide necessary contact information for both parties (sender & receiver) in case it is needed to complete the delivery booking.
- 5.5 A Driver may decline to accept or proceed with a Courier Services Booking where he reasonably believes that, unless this is communicated at the time of the Courier Services Booking, Goods weigh more than 20Kg, and are of a shape or dimensions that is likely to make lifting or loading difficult or are otherwise not within the dimensions and weight requirements for the relevant Courier Services Booking.
- 5.6 You may need to assist a driver to lift or load the Goods and we are not, and you shall remain, liable for any injury or damage caused to you, the Goods or any other property or person by reason of the same even where the Driver invites or agrees to such assistance.
- 5.7 You shall not consign for delivery, and we shall not be required to undertake delivery of the following:
  - (a) Should you consign Prohibited Goods for delivery as identified above we shall be entitled to return, destroy, or otherwise dispose of such Prohibited Goods as we shall, in our absolute discretion, see fit and we shall have no liability to you whatsoever in respect of such Prohibited Goods howsoever arising. You agree to indemnify us in respect of all resulting costs, expenses and losses incurred by us as a result of your consigning for delivery Prohibited Goods.
- 5.8 We shall have absolute discretion in respect of any Goods consigned for delivery as to the means of delivery, route and method of delivery, handling, storage, and transportation thereof unless agreed otherwise in writing.
- 5.9 Delivery shall be complete when the Goods are delivered at the threshold on the ground floor of the Destination Address only. We do not collect or deliver items other than the ground floor of the address unless it is agreed at the time of the booking or by consent of the driver. We do not issue any refund if we are unable to deliver item other than Ground Floor of the building and forced to return item to collection address. Sender is liable to pay **Parcel Return Fee which £10.00 fixed + Return Mileage Fare.**
- 5.10 we do not insure any Goods consigned for delivery. It is therefore your (Sender) responsibility to ensure that all Goods are appropriately insured. Plashet Mini Cabs Ltd and each of our Group Member shall not accept liability for any loss or damage to any Goods, except as expressly set out in these Terms.



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- 5.11 Each delivery of Goods shall be accompanied by a delivery note which shows the date of the delivery and any other relevant information. Upon delivery of the Goods, you and/or the recipient of the Goods at the Destination Address, having had a reasonable opportunity to inspect the Goods, shall sign the delivery note as confirmation that the Goods have been delivered and that no damage has been caused to the Goods in transit. If you believe that the Goods have been damaged, you must inform us without delay accompanied by a physical or electronic delivery note.
- 5.12 All Goods shall be ready for collection at the time stipulated by you on the Courier Services Booking, when the Courier Services Booking is made. If Goods are not ready at the time of collection requested by sender. Sender is liable to pay waiting time – **See Annex 1 - Waiting time Chart**
- 5.13 Where neither the Collection Address nor Destination Address is a Restricted Street, we will allow an aggregate of 10 minutes for loading and unloading, based on: (i) the later of the arrival of the Courier Services Vehicle at the Collection Address; or the booked time selected for collection of the Goods; and (ii) the arrival time at the Destination Address. - **See Annex 1 - Waiting time Chart**
- 5.14 Where all Goods are not loaded at the Collection Address and unloaded at the Destination Address within the aggregate of 10 minutes as set out in this section 5.14, we reserve the right to charge a Waiting Time Fee, which will, for the avoidance of doubt, commence after the expiry of the above-mentioned aggregate of 10 minutes. - **See Annex 1 - Waiting time Chart**
- 5.15 For Goods transported by a Parcel Van/Car, Small Van, Large Van or Luton Van, Motorbike, Pushbike, Cycles etc each Customer shall have 10 minutes inclusive waiting time for each Courier Services Booking and thereafter waiting time shall be charged from the 11th minute onwards. Any waiting time in excess of the Courier Services inclusive waiting times will be charged per hour, and payable in 5 minutes increments/portion thereof for the applicable Courier Services taken in accordance with the Waiting Time Fees set out in **See Annex 1 - Waiting time Chart** of these Terms.
- 5.16 We shall not be responsible to pay any duty, Car Parking, City Tolls, Tax or levy due or payable in collecting or delivering the Goods save where we have explicitly agreed this in writing at the time of accepting the Courier Services Booking. Where we have such charges as above arising in delivering the Goods you agree and shall promptly reimburse these payments to Plashet Mini Cabs Ltd in addition to the Charges and Additional Charges for the Courier Services.

## 6. **COURIER SERVICE CANCELLATION**

- 6.1 We require 4 hours' notice to cancel any booked courier service prior to its booking time. You may still cancel a Courier Services Booking without charge, if a Courier Services Driver has not been allocated or dispatched for the Courier Services Booking at the time of cancellation. If you cancel less than 4 hours to collection time or you cancel after job is dispatched to driver & request accepted by driver, customer is liable to pay full fare of the deliver trip as cancellation fee.
- 6.2 You acknowledge that if you change the Collection Address after the Courier Service Vehicle has been allocated to the Courier Services Booking such Booking will be cancelled. You will therefore be liable for the Cancellation Fee resulting from. A new Courier Services Booking will be made for the new Collection Address.
- 6.3 Where the Goods are not ready for consignment at the Collection Address at the scheduled time of collection you shall pay 100% of the Booking & We cancel the trip or liable to pay Waiting time as additional fee & we will deliver the item after the payment of additional waiting time.
- 6.4 Once a Courier Services Vehicle has been dispatched, regardless to the location of the Collection Address, proximity of the Courier Services Vehicle to the Collection Address and available Courier Services Vehicle at the time of the cancellation request, the cancellation fee shall be up to a maximum total of 100% of the quoted booking charge excluding any additional charges such as Waiting Time Fee and Parking Fee.

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## 7. PROHIBITED USE OF THE BOOKING CHANNELS

- 7.1 You must not use our Booking Channels to do any of the following (each of which is strictly prohibited):
- (a) restrict or inhibit any other user from using and enjoying the Booking Channels;
  - (b) infringe the privacy rights, property rights, or other civil rights of any person;
  - (c) harvest, data-mine or otherwise collect information about others, including email addresses, without their consent.
  - (d) use technology or other means to access our computer network, unauthorized content, or non-public spaces.
  - (e) to use automated systems or software to extract data from our Site, our APPs, or any platform that we operate.
  - (f) introduce or attempt to introduce any viruses or any other harmful code, files or programs that interrupt or otherwise or limit the Booking Channel's functionality, or damage, disable or otherwise impair our servers or networks or attempt to do the same; or
  - (g) engage in or encourage others to engage in criminal or unlawful conduct or breach these Terms including misuse of the Booking Channels for unlawful or unauthorized purposes.

- 7.2 You agree not to breach these Terms in any way which may result in, amongst other things, termination, or suspension of your access to the Booking Channels. You agree to indemnify and defend Addison Lee and each Group Member and each of their respective directors, officers, employees, consultants, agents, and affiliates, from any and all third-party claims, liability, damages and/or costs (including, but not limited to, legal fees) arising from your use (or misuse) of the Booking Channels or any platform we may operate, or your breach of these Terms.

8. **INTELLECTUAL PROPERTY** means patents, patentable rights, copyright, design rights, utility models, trade marks (whether or not any of the above are registered), trade names, rights in domain names, rights in inventions, rights in data, database rights, rights in know-how and confidential information, and all other intellectual and industrial property and similar or analogous rights existing under the laws of any country and all pending applications for and right to apply for or register the same (present, future and contingent, and including all renewals, extensions, revivals and all accrued rights of action).

- 8.1 All Intellectual Property Rights belonging to Plashet Mini Cabs Ltd and/or a Group Member, including all related Intellectual Property Rights and moral rights to any modifications, derivative works, suggestions, ideas, enhancement requests, feedback, recommendations, or other information relating to those Intellectual Property Rights shall remain vested in Plashet Mini Cabs Ltd and/or the relevant Group Member (as applicable).

- 8.2 All Intellectual Property Rights in or to any Plashet Mini Cabs Ltd (or a Group Member) brand or trademark shall remain vested in Plashet Mini Cabs Ltd and /or each Group Member. You may not use Plashet Mini Cabs Ltd and/or any Group Member trademarks or brands for any purpose without Plashet Mini Cabs Ltd.'s (and where applicable the Group Member's) prior written consent.

- 8.3 Where you use the Site to receive the Services, Plashet Mini Cabs Ltd or the relevant Group Member (as applicable) grants to you a royalty-free, non-exclusive, revocable, worldwide, non-transferable, non-sub licensable licence to use the Site for the sole purpose of receiving the Services.

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## 9. **LIABILITY**

9.1 Nothing in these Terms will exclude or limit any liability:

- (a) for death or personal injury caused by negligence in dealing with luggage or any aspects that may consider as breach of terms;
- (b) for fraudulent misrepresentation or for any other fraudulent act or omission;
- (c) to pay sums properly due and owing in the normal course of performance of the Services and/or these Terms.; and/or
- (d) for any warranty implied by law and/or for any other liability which may not lawfully be excluded or limited.
- (e) loss of customers or contracts, software, or data;
- (f) loss of or damage to reputation or goodwill or Opportunity;
- (g) loss or waste of time; and/or indirect, consequential, or special loss

9.2 We shall not be liable or responsible for any errors in or failure to provide the Services due to your error or failure to provide accurate and complete information.

9.3 Whilst we make every effort to ensure that the Booking Channels are available, we do not enter into any agreement to the effect that the Services and/or the Booking Channels will be available at all times or that the use by you of the Booking Channels will be entirely uninterrupted or error-free.

9.4 Plashet Mini Cabs Ltd and each Group Member are not liable to you whether for breach of contract, tort (including negligence), breach of statutory duty or otherwise) for any (i) loss of profit; (ii) loss of sales, turnover, revenue, or business;

## 10. **COMPENSATION, REFUNDS, RENUMERATION**

- (a) No refund is made if the passenger does not show up for pre-paid journeys or No responsibility for costs is to be refunded to any passengers who do not wait for their driver and take alternative transport.
- (b) No refund is made for cancellation of a booking with less than 04 hours' notice provided or afterwards.
- (c) All other circumstances where a refund may be possible should be addressed directly with Plashet Mini Cabs Ltd.'s customer services.
- (d) The Company does not accept any responsibility in any way for missed flights for whatever reason i.e., traffic delays, accidents, breakdowns, severe weather conditions or any unforeseen circumstances.
- (e) We advise passengers to plan to arrive at the airport 3 hours prior to flight departure to allow for possible unpredicted delays enroute to or from the airport. We will not take responsibility for any passengers missing their flight if three hours' check-in time was not allowed.
- (f) You are free of course to arrange to get to the airport for a time of less than 4 hours prior to flight departure, however the company accepts no responsibility for any missed flight due to this.
- (g) The company does not accept any responsibility in any way if the passenger/luggage requirements exceed the capacity of the vehicle booked. If you are unsure about the capacity of the vehicle booked, contact Our Booking Lines for assistance.

11. **SEVERABILITY** - If any provision of these Terms is deemed or becomes invalid, the validity of the other provisions shall not be affected.

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## 12. YOUR INFORMATION

- 12.1 Our privacy notice sets out how we will use your information. You can view our privacy notice by visiting <https://www.yoloridelondon.com/privacy-notice/>
- 12.2 Our GDPR Policy sets out on <https://www.yoloridelondon.com/GDPR/>.
- 12.3 If your details change, you must update your Profile, in order to continue to use the Services.
- 12.4 You can update your marketing preferences within your Profile on the Booking Channels.

## 13. MODIFICATION AND TERMINATION

- 13.1 We may modify these Terms or terminate use of the Services, and/or the Booking Channels at any time by publishing such change on our website, [www.yoloridelondon.com](http://www.yoloridelondon.com), or any other Booking Channel that we make available at our sole discretion. If you do not agree to any changes, you must stop using the Services and the Booking Channels. We reserve the right to change, suspend, terminate, discontinue and/or cease the operation of all or part of the Services and/or one or more (or all) of the Booking Channels (including for the avoidance of doubt any aspect of the Services and/or the Booking Channels) from time to time at our sole discretion.

## 14. GOVERNING LAW AND JURISDICTION

- 14.1 You agree that these Terms, for all purposes, shall be governed by and construed in accordance with the laws of United Kingdom. You also agree to submit to the exclusive jurisdiction of the courts of United Kingdom as regards any claim or matter arising under these Terms.



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## Annexure 1

**Additional Charges Lists - (All Fees is true & correct as of Sept 2024)** these charges are subject to change time to time without prior notice.

### A. Parking Fee

- Heathrow Airport Short Stay Parking - <https://www.heathrow.com/transport-and-directions/heathrow-parking/heathrow-short-stay-parking>
- Gatwick Airport - <https://parking.gatwickairport.com/Pricing>
- Stansted Airport - <https://www.stanstedairport.com/parking/turn-up-and-park/>
- Luton Airport - <https://www.london-luton.co.uk/parking/short-stay-parking>
- City Airport - <https://www.londoncityairport.com/parking-at-the-airport/on-site-parking>
- Southend Airport - <https://southendairport.com/getting-to-and-from/parking>
- St Pancras Station (Euro Star) - <https://stpencras.com/parking>

### B. Airport Drop Off Charges

- |                                    |        |
|------------------------------------|--------|
| • Heathrow Airport (T1 to T5)      | £05.00 |
| • Gatwick Airport (North or South) | £06.00 |
| • Luton Airport                    | £05.00 |
| • City Airport                     | £04.00 |
| • Stansted Airport                 | £07.00 |
| • Southend Airport                 | £05.00 |

### C. Vehicle Fee & Capacity List

Vehicle Type	Fee	Capacity
• Saloon Car	£00.00	3 Person + 2 Check-In + 2 Cabin
• Estate / Hatchback Vehicle / SUV	£08.00	4 Person + 3 Check-In + 3 Cabin
• MPVs (Small)	£12.00	5 Person + 4 Check-In + 3 Cabin
• 7-Seater (Large)	£22.00	6 Person + 4 Check-In + 4 Cabin
• 8-Seater	£50.00	7 Person + 7 Check-In + 4 Cabin
• 9-Seater	£80.00	8 Person + 9 Check-In + 5 Cabin
• Executive	£50.00	2 Person + 2 Check-In + 1 Cabin

### D. Waiting Time Chart

#### Passenger Transfer

- |                      |   |
|----------------------|---|
| • ASAP BOOKING :     | Waiting time applies from 06 <sup>th</sup> Minute of the Arrival Time of driver |
| • Pre-Booking :      | Waiting time applies from 06 <sup>th</sup> Minute of the Booking Time of driver |
| • Airport Drop Off : | Waiting time applies from 06 <sup>th</sup> Minute of the Booking Time of driver |
| • Airport Pick Up :  | Waiting time applies from 61 <sup>st</sup> Minute of the Flight Landing Time.   |

#### Parcel / Courier Delivery

- |                       |   |
|-----------------------|---|
| • ASAP Collection :   | Waiting time applies from 11 <sup>th</sup> Minute of the Arrival Time of driver |
| • Pre-Set Collection: | Waiting time applies from 11 <sup>th</sup> Minute of the Booking Time of driver |

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## E. Additional Services Charges List

• Guide Dogs Assistance	£00.00
• Child / Booster Seat	£08.00
• Pet Friendly Vehicle	£08.00
• Booking Fee	£00.50
• Clean Air Fee (CCG)	£15.00
• Peak Hour Fee	£01.00
• Standard Airport Pick Up	£10.00
• Executive Airport Pick Ups (M&G)	£20.00
• Motorway Route Only	£10.00
• Multi-Stops Fee (Via)	£05.00
• Food / Flower / Cake / Grocery Delivery	£05.00
• School Runs With Escorts	£16.00
• School Runs Without Escorts	£00.00
• Car Cleaning & Work Disruption Fee	£80.00
• Excess Baggage Fee	£10.00
• Third Party Fee (Card payment)	3.50%
• Admin Fee (Invoice Payment)	5.00%