

EQUALITY & DISABILITY POLICY

Document Type: Customer Policy

Company: Knyazeva Ltd

Business: Private Hire & Executive Chauffeur Services

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Knyazeva Ltd is committed to providing a professional, fair and respectful service to all customers.

We aim to ensure that passengers are treated with dignity and without unlawful discrimination when using our private hire and chauffeur services.

1. Equality

Knyazeva Ltd does not tolerate unlawful discrimination against customers, passengers, drivers or other persons connected with the company's services.

The company aims to provide its services fairly regardless of characteristics protected by applicable equality legislation, including:

- age;
- disability;
- race;
- religion or belief;
- sex;
- sexual orientation;
- gender reassignment;
- pregnancy and maternity;
- marriage and civil partnership.

Customers will be treated respectfully and fairly throughout the booking and journey process.

2. Disability

Knyazeva Ltd is committed to providing an accessible and respectful service to passengers with disabilities.

We will make reasonable efforts to accommodate a passenger's accessibility requirements and provide appropriate assistance where this can safely and reasonably be done.

Customers are encouraged to inform us of any relevant accessibility requirements when making a booking so that appropriate arrangements can be considered in advance.

3. Assistance

Where a passenger requires reasonable assistance, the driver will provide appropriate assistance within the driver's role and subject to safety considerations.

Passengers should communicate any relevant requirements as early as possible, particularly where assistance may affect the way a journey needs to be arranged.

Drivers will treat passengers with dignity, patience and respect.

4. Assistance Dogs

Knyazeva Ltd recognises the importance of assistance dogs to passengers who rely on them.

Assistance dogs will be accommodated in accordance with applicable legal requirements.

A passenger should not be refused a journey simply because they are accompanied by an assistance dog where the law requires the dog to be accepted.

5. Wheelchairs and Mobility Equipment

Where a passenger intends to travel with a wheelchair or other mobility equipment, they should provide relevant information at the time of booking.

This allows Knyazeva Ltd to consider the vehicle, available space and any safety requirements before the booking is confirmed.

The company will make reasonable efforts to accommodate mobility equipment where this can be done safely and lawfully.

6. Communication

Knyazeva Ltd aims to communicate clearly and respectfully with all passengers.

Where a passenger has an accessibility requirement affecting communication, reasonable efforts will be made to provide information in an appropriate manner.

Customers may contact Knyazeva Ltd in advance if they require assistance with making or understanding a booking.

7. Service Standards

Drivers and staff are expected to:

- treat passengers with dignity and respect;
- communicate professionally;
- avoid discriminatory behaviour;
- provide reasonable assistance where appropriate;

- respect individual needs;
- maintain appropriate professional boundaries;
- report any relevant concern or incident to Knyazeva Ltd.

Any complaint concerning discrimination or treatment of a disabled passenger will be taken seriously and handled in accordance with the company's Complaints Procedure.

8. Digital Accessibility

Knyazeva Ltd is committed to making its website and digital booking services accessible to customers.

Where Knyazeva Ltd provides digital content or booking services, the company's digital content will comply, as a minimum, with:

Web Content Accessibility Guidelines (WCAG) 2.1 to Level AA

and will follow the principles of the:

Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018, where applicable.

We aim to ensure that customers can access important information and use our digital booking services regardless of disability or accessibility needs.

9. Alternative Booking Assistance

If a customer is unable to use the online booking form because of an accessibility requirement, Knyazeva Ltd will provide reasonable assistance with making a booking through an alternative communication method where practicable.

Customers can contact Knyazeva Ltd directly using the contact details provided on this website.

10. Complaints and Concerns

Customers who believe they have experienced discrimination or have concerns about accessibility should contact Knyazeva Ltd.

All complaints and concerns will be considered fairly and appropriately in accordance with the company's Complaints Procedure.

11. Training and Future Staff

Knyazeva Ltd will ensure that drivers and, where applicable, staff engaged by the company understand their responsibilities regarding equality, disability and respectful customer service.

As the company expands and additional drivers or staff are engaged, appropriate information and training will be provided according to their roles and responsibilities.

12. Policy Review

This policy will be reviewed regularly and whenever there are relevant changes to:

- equality legislation;
- licensing requirements;
- accessibility requirements;
- the company's services;
- the company's website or digital booking arrangements.