

TERMS & CONDITIONS

Effective Date: _____

Last Updated: _____

These Terms & Conditions apply to all private hire and chauffeur bookings made with Knyazeva Ltd.

By requesting or accepting a booking, the customer agrees to these Terms & Conditions.

1. Booking

All journeys must be booked in advance and accepted by Knyazeva Ltd before the journey takes place.

A booking request does not constitute a confirmed booking until Knyazeva Ltd has accepted the booking and the journey details and fare have been agreed.

Customers are responsible for providing accurate booking information, including passenger details, collection and destination addresses, date and time, passenger numbers, luggage requirements and flight details where applicable.

2. Fare and Payment

The fare will be agreed with the customer before the booking is confirmed.

Any additional charges, including applicable waiting time, will be communicated where reasonably practicable.

Knyazeva Ltd is VAT registered. Where applicable, VAT will be included in the fare and shown separately on the invoice.

Payment must be made in accordance with the terms stated on the invoice or otherwise agreed with Knyazeva Ltd.

3. Cancellation

Cancellations made more than 24 hours before the agreed collection time can be made without a cancellation charge.

For cancellations made within 24 hours of the agreed collection time, a 25% cancellation charge of the agreed fare will apply.

Customers should provide cancellation notice as soon as reasonably possible.

4. Waiting Time and No-Show

For collections from a home, hotel or office, the first 10 minutes from the agreed collection time are complimentary.

For airport arrivals, 45 minutes of complimentary waiting time is provided from the actual aircraft landing time where valid flight details have been provided.

After the applicable complimentary waiting period, additional waiting time is charged at £40 per hour, calculated on a pro-rata basis where applicable.

Where a passenger cannot be located, the driver will make reasonable attempts to contact them using the details provided.

A booking may be treated as a no-show where the passenger cannot be located or contacted after the applicable complimentary waiting period and reasonable attempts have been made to contact them.

5. Airport Bookings

Where a flight number has been provided, Knyazeva Ltd may monitor the flight where reasonably practicable.

For airport collections, the complimentary waiting period is calculated from the actual aircraft landing time, rather than the originally scheduled arrival time.

Customers are responsible for providing accurate flight information and notifying Knyazeva Ltd of relevant changes where reasonably possible.

6. Changes to a Booking

Customers should notify Knyazeva Ltd as soon as possible of any changes.

Changes to the collection time, destination, passenger numbers, luggage or other significant journey details are subject to availability and may affect the agreed fare.

A change is not confirmed until accepted by Knyazeva Ltd.

7. Vehicle and Driver

Journeys will be provided using a properly licensed and maintained private hire vehicle appropriate for the service.

Journeys will be undertaken by an appropriately licensed private hire driver.

If the intended vehicle becomes unavailable, Knyazeva Ltd may arrange a suitable alternative where reasonably practicable and will communicate this to the customer.

8. Passenger Conduct

Passengers must behave respectfully towards the driver and other passengers.

Knyazeva Ltd may refuse or terminate a journey where passenger behaviour creates a safety risk, involves threatening or abusive behaviour, causes serious disruption or creates a risk of damage to the vehicle.

No refund will necessarily be due where a journey is terminated because of serious passenger misconduct.

Smoking and vaping are not permitted in the vehicle. Illegal drugs must not be consumed in the vehicle.

9. Passengers and Luggage

The number of passengers must not exceed the legal seating capacity of the vehicle.

Customers are responsible for providing accurate passenger numbers and appropriate luggage information.

Luggage must be safely stored and must not compromise passenger or driver safety.

Personal belongings remain the customer's responsibility. Property found in the vehicle will be handled in accordance with the Lost Property Procedure.

10. Delays and Circumstances Outside Our Control

Knyazeva Ltd will make reasonable efforts to provide the service at the agreed time.

The company cannot accept responsibility for delays or disruption caused by circumstances outside its reasonable control, including severe traffic, road closures, accidents, adverse weather, airport or airline disruption, emergency services, infrastructure failures or other unforeseen circumstances.

Where reasonably practicable, significant delays will be communicated to the customer.

11. Accessibility, Equality and Safeguarding

Knyazeva Ltd is committed to providing a fair, respectful and accessible service.

The company will not unlawfully discriminate against customers and will make reasonable efforts to accommodate disability and accessibility requirements, subject to applicable legal and safety requirements.

Customers are encouraged to provide relevant information when booking so appropriate

arrangements can be considered.

Knyazeva Ltd is also committed to safeguarding passengers. Safeguarding concerns will be handled in accordance with the company's Safeguarding Policy.

Where there is an immediate risk of serious harm or an emergency, the appropriate emergency service or relevant authority may be contacted.

12. Complaints

Knyazeva Ltd aims to provide a professional and reliable service.

Customers who are dissatisfied with any aspect of the service should contact Knyazeva Ltd as soon as reasonably possible.

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

13. Privacy and Accessibility

Personal information collected through bookings and customer communications will be handled in accordance with applicable data protection legislation and the company's Privacy Policy.

Where Knyazeva Ltd provides information or booking services through digital platforms, the company aims for its digital content to comply, as a minimum, with WCAG 2.1 Level AA accessibility standards and seeks to follow the accessibility principles reflected in the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018, where applicable.

Further information is available in the company's Accessibility Statement.

14. Company's Right to Refuse or Cancel

Knyazeva Ltd may decline or cancel a booking where reasonably necessary, including where:

- the journey cannot lawfully or safely be undertaken;
- materially inaccurate information has been provided;
- passenger behaviour creates a safety concern;
- the journey falls outside the company's operating arrangements; or
- circumstances outside the company's reasonable control prevent the service from being provided.

Where Knyazeva Ltd cancels a confirmed booking for reasons within the company's control, the customer will not be charged for the cancelled journey.

15. Liability

Knyazeva Ltd will take reasonable care in providing its services.

Nothing in these Terms & Conditions excludes or limits liability that cannot legally be excluded or limited, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

Subject to applicable law, Knyazeva Ltd will not be responsible for loss or damage arising from circumstances outside the company's reasonable control or from inaccurate or incomplete information provided by the customer.

Nothing in these Terms & Conditions affects any statutory rights available to the customer.

16. Policies and changes

The following customer policies are available on the Knyazeva Ltd website:

- Complaints Procedure;
- Lost Property Procedure;
- Safeguarding Policy;
- Equality & Disability Policy;
- Accessibility Statement;
- Privacy Policy.

These policies should be read together with these Terms & Conditions.

Knyazeva Ltd may update these Terms & Conditions to reflect changes in legislation, licensing requirements, services or company procedures. The version applicable to a booking will normally be the version in force when the booking is accepted.

17. Governing Law

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

Any dispute will be subject to the applicable courts of England and Wales, subject to any mandatory rights or protections available to the customer under applicable law.

18. Contact

For bookings, cancellations, complaints or other enquiries, please contact Knyazeva Ltd using the contact details provided on this website.

KNYAZEVA LTD
Executive Chauffeur & Private Hire

Professional • Discreet • Reliable
Terms & Conditions — Current Version