

## Terms and Conditions

1. **“We”, “Our” and “Us”** refers to United Taxis Ltd and its’ staff and the drivers and any approved sub-contractor.
2. **“You”, “Your” and “Client”** refers to the person, body or business, making a booking and implies the passengers making the journey.
3. **“Service(s)”** refers to the provision of any and all carriage, courier or delivery services.
4. Prices are provided based upon information given by you at the time of booking. However, we reserve the right to amend the price should the journey differ from your original booking. All journeys are subject to any waiting time after the initial period set by the local licensing authority.
5. Metered Fare journeys are covered by the relevant Council’s Fare Chart, which are displayed in the vehicle or on the relevant Council’s website. All fares are subject to an annual price increase in line with the local licensing authority.
6. Prices are based upon our operational area. Therefore, location surcharges may apply if outside this operational area.
7. Prices are not subject to VAT.
8. **Cancellation Charges.** In the event that you cancel your journey the following charges MAY APPLY, (i) More than 24 hours no charge, (ii) Less than 12 hours but not yet dispatched to a vehicle, no charge, (iii) Less than 12 hours AND vehicle enroute full fare is charged.
9. Booking times are not guaranteed. In the event of a journey being cancelled or delayed we will bear no liability for any losses or other costs incurred by you.
10. Subject to your compliance with these Terms, United Taxis Ltd grants you a limited, non-exclusive, non-sub licensable, revocable, non-transferable license to: (i) access and use the Applications on your personal device solely in connection with your use of the Services; and (ii) access and use any content, information and related materials that may be made available through the Services, in each case solely for your personal, non-commercial use. Any rights not expressly granted herein are reserved by United Taxis Ltd and United Taxis Ltd’s licensors.
11. The Services may be made available or accessed in connection with third party services and content (including advertising) that United Taxis Ltd does not control. You acknowledge that different terms of use and privacy policies may apply to your use of such third-party services and content. United Taxis Ltd does not endorse such third-party services and content and in no event shall United Taxis Ltd be responsible or liable for any products or services of such third-party providers. Additionally, Apple Inc., Google, Inc., Microsoft Corporation or BlackBerry Limited and/or their applicable international subsidiaries and affiliates will be third-party beneficiaries to this contract if you access the Services using Applications developed for Apple iOS, Android, Microsoft Windows, or Blackberry-powered mobile devices, respectively. These third-party beneficiaries are not parties to this contract and are not responsible for the provision or support of the Services in any manner. Your access to the Services using these devices is subject to terms set forth in the applicable third-party beneficiary’s terms of service.
12. The Services and all rights therein are and shall remain United Taxis Ltd property or the property of United Taxis Ltd licensors. Neither these Terms nor your use of the Services convey or grant to you any rights: (i) in or related to the Services except for the limited license granted above; or (ii) to

use or reference in any manner United Taxis Ltd company names, logos, product and service names, trademarks or services marks or those of United Taxis Ltd's licensors.

13. You are responsible for obtaining the data network access necessary to use the Services. Your mobile network's data and messaging rates and fees may apply if you access or use the Services from a wireless-enabled device and you shall be responsible for such rates and fees. You are responsible for acquiring and updating compatible hardware or devices necessary to access and use the Services and Applications and any updates thereto. United Taxis Ltd do not guarantee that the Services, or any portion thereof, will function on any particular hardware or devices. In addition, the Services may be subject to malfunctions and delays inherent in the use of the Internet and electronic communications.

14. **PRE-AUTHORIZATIONS:** A temporary hold is made on your card before a credit/debit card booking is paid on the app or web Booker. This is used to verify that the funds are available to cover the fare. The pre-authorization might be slightly higher than the fare estimation to account for situations where this changes. This hold is cancelled immediately after the booking ends or is cancelled and is returned to you within a period set by your credit card provider: in a range of a couple of minutes to up to 31 days. For any issues related to releasing a pre-authorization, contact your credit card provider.

15. It is deemed that you have read and accepted these T&C's before making a booking.

16. All vehicles and drivers comply to current Local and National legislation.

17. **DISCLAIMER:** The services are provided "**AS IS**" and "**AS AVAILABLE**". United Taxis Ltd disclaims all representations and warranties, express or implied or statutory, not expressly set out in these terms, including the implied warranties of merchantability, fitness for a particular purpose and non-infringement. In addition, United Taxis Ltd makes no representation, warranty, or guarantee regarding the reliability, timeliness, quality, suitability, or availability of the services, or that the services will be uninterrupted or error free. You agree that the entire risk arising out of your use of the services, and any service or goods requested in connection therewith, remains solely with you, to the maximum extent permitted under applicable law.

18. **LIMITATION OF LIABILITY:** United Taxis Ltd shall not be liable for indirect, incidental, special, exemplary, punitive, or consequential damages, including lost profits, lost data, personal injury or property damage related to, in connection with, or otherwise resulting from any use of the services, even if United Taxis Ltd has been advised of the possibility of such damages. United Taxis Ltd shall not be liable for any damages, liability or losses arising out of (i) your use of or reliance on the services, or (ii) any transaction or relationship between you and any third-party provider, even if United Taxis Ltd has been advised of such damages. United Taxis Ltd shall not be liable for delay or failure in performance resulting from causes beyond United Taxis Ltd's reasonable control. In no event shall United Taxis Ltd's total liability to you in connection with the services for all damages, losses and causes of action exceed two hundred pounds sterling.

19. Neither party shall be liable for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances outside its reasonable control, including but not limited to acts of God, strikes, lock outs, accidents, war, fire, the act or omission of government, highway authorities or any telecommunications carrier, operator or administration or other competent authority, or the delay or failure in supply, or supply by third parties of equipment or services (**Force Majeure Event**), and the party shall be entitled to a reasonable extension of its obligations after notifying the other party of the nature and extent of such events.

20. Any dispute, claim or matter of difference arising out of or relating to the Booking Services or Booking Service Terms is subject to the exclusive jurisdiction of the courts of England and Wales