

TERMS & CONDITIONS

1. The following terms and conditions apply when you use our booking service for a journey using a taxi/private-hire vehicle (PHV). The booking service is provided to you by one of our brands as listed below and your journey will be provided by a sub-contractor driver-partner:
 - A2B Radio Cars Limited
 - Dragon Taxis Limited
 - Pennock & Ivory Limited (t/a Amber Cars)
 - V Cars Limited
 - Veezu Limited (t/a Dragon Taxis Newport & Dragon Taxis Bridgend)
2. Our brands listed above are all licensed private-hire operators within their local licensing authority.
3. These terms apply when you use our booking services via our:
 - Booking Application(s)
 - Phone Number(s)
 - Website(s)
 - Dedicated Taxi Bell/taxi booking device(s)
4. All telephone calls are recorded for training, regulatory & compliance and monitoring purposes.
5. All journeys to a Railway, Bus or Coach Station must be booked for pickup at least one hour before departure in order to minimise any risk of losing the connection for onward travel. Please note that we do not accept any liability for late arrivals nor any losses arising as a result of your journey taking longer than anticipated.
6. All journeys to Airports for flights must be booked for arrival at least one hour before your allocated check-in time. Please note that we do not accept any liability for late arrivals nor any losses arising as a result of your journey taking longer than anticipated.
7. Any time or fare estimates given to you at the time of making your booking are estimates only.
8. The fare payable by you for your journey shall be calculated according to the applicable tariff at that time. Additional costs may be payable by you where your journey involves car park charges, tolls, wait times or extras etc.
9. If you require any adjustments to your travel due to a protected characteristic (e.g. disability), please provide any relevant information to us when making your booking.
10. Any promotional offer or digital gift referred or received is only valid for use against future journeys booked via the Booking Application service we provide and can only be used when paid for by a pre-registered credit card. In app referral vouchers are limited in redemption on a per user basis and subject to vary in amount for sender and recipient. Referral vouchers will only be valid for new Booking Application users only. Such offers are non-refundable and non-transferable and must be used within the specified time period and according to any other conditions attached to the offer as specified at the time of issue. The promotional offer or digital gift is only valid for the fare portion of the journey, any wait time, tolls, car park charges or extras etc. are not part of the promotional offer or digital gift.
11. If you download our Booking Application, you will have the option of pre-registering your credit or debit card for paying future fares. If you pre-register your credit or debit card, a pre-authorisation transaction will be made on your card which will result in £1.01 being debited from your account, and subsequently re-credited, this is known as a pre-authorisation card validity check.

12. We may use approved third-party payment providers to manage payments from your credit and/or debit card account for journeys booked via our consumer booking app mobile application over the phone or on our web portal. The processing of payments or credits in connection with the use of the mobile application or other electronic and services will be subject to the terms and conditions and privacy policy of our third-party payment processor and your issuing card authority in addition to this Policy. Your credit and/or debit card details will be securely tokenised and held by our third-party payment processor under PCI level 1 compliance. We do not have access to your personal credit and/or debit card information and cannot share that information. Employees, sub-contractors or individuals will at no point have access to this payment information.
13. All journey charges will be shown on your receipt emailed to the email address used to sign up for credit and debit card bookings. These charges are subject to change at any time and you will be notified within the platform and in your vehicle.
14. Any lost property found by driver-partners may be returned to our registered office and will be retained for 3 months after which it shall be disposed of. We do not accept any liability for the loss or destruction of any such property.
15. If you have any comments or complaints about the service we have provided, please contact the office, by phone, text or by the form on the website(s).
16. Details of our Privacy Policy are shown on our websites.
17. These Terms & Conditions do not remove or affect your statutory rights.
18. Thank you for using our service, we hope you have an 'amazing journey'.