

# PRIVATE HIRE TERMS OF SERVICE (PASSENGER)

Effective Date: 24<sup>th</sup> October 2023

Welcome to Tri Phoenix Ltd's private hire services! We are delighted to extend to you the opportunity to pre-book licensed private hire vehicles and drivers through our platform. Kindly peruse these Terms of Service attentively before availing of our services. By making use of our services, you express your consent to adhere to these terms and conditions. Should you dissent from these terms, we kindly request that you refrain from utilizing our services.

## 1. Definitions

"Tri Phoenix Ltd" pertains to the private hire operator licensed by Transport for London.

"Services" refer to the pre-booking of licensed private hire vehicles and drivers.

"Passenger" denotes any individual or group employing Tri Phoenix Ltd's services.

"Vehicle" signifies the licensed private hire vehicle operated by Tri Phoenix Ltd.

"Driver" alludes to the licensed private hire driver supplied by Tri Phoenix Ltd.

"Platform" denotes the digital platform or application through which access to the services is facilitated.

## 2. Booking and Usage

- 2.1 Tri Phoenix Ltd furnishes a platform for passengers to pre-book licensed private hire vehicles and drivers for transportation services. Bookings can be completed via our website or dedicated application.
- 2.2 Passengers are accountable for presenting precise and comprehensive information during the booking procedure. This encompasses details of the pickup and drop-off locations, contact particulars, and any distinctive prerequisites.
- 2.3 Bookings are contingent upon availability and the consent of Tri Phoenix Ltd. We will exert reasonable endeavours to accommodate your stipulated time and date; however, an assurance of constant availability is not guaranteed.

## 3. Payments

- 3.1 Payment for services can be effectuated through the platform using accepted methods of payment.
- 3.2 Prices for services are outlined during the booking process and are subject to fluctuations based on variables such as distance, time, and vehicle category.
- 3.3 Customers will be provided with a fixed agreed price before a transport commences.
- 3.4 Tri Phoenix Ltd reserves the prerogative to levy supplementary charges for extended waiting periods, alterations to the prescribed route, or other circumstances influencing the original booking agreement.

## 4. Cancellations and Refunds

- 4.1 Passengers are entitled to cancel their bookings within a designated interval prior to the scheduled pickup time. Cancellations within a specific timeframe may incur a financial obligation.
- 4.2 Reimbursements for cancellations are subject to the refund guideline below in section 4.3
- 4.3 In the event of a same-day booking being cancelled before dispatching the vehicle and driver, we will provide a complete refund. Otherwise, a late cancellation charge of 25% will be deducted, covering the time blocked that could be allocated for other passengers and administrative efforts. For pre-bookings, the refund policy is determined by the notification period as follows:
  - 24 hours or more notice = 100% refund
  - Less than 24 hours but over 12 hours' notice = 50% refund
  - Less than 12 hours' notice = 25% refund
  - No-

### Tri Phoenix Ltd

Tel: 0333 006 5000

Email: [info@tpltd.co.uk](mailto:info@tpltd.co.uk)

Web: [www.Tri-Phoenix.co.uk](http://www.Tri-Phoenix.co.uk)

20 Wenlock Road, London,  
England, England N1 7GU  
Registered in England & Wales  
Company No. 14997110



show passengers will not receive a refund Please note that passengers who book a passenger vehicle for removal purposes will not be eligible for a refund

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## 5. Responsibilities of Passengers

- 5.1 Passengers are anticipated to treat drivers and vehicles with due consideration and to observe all applicable laws and regulations during the course of the journey.
- 5.2 Passengers are advised against engaging in any illegal, disruptive, or detrimental conduct while utilising our services. We advocate for a considerate and secure environment for all parties involved.

## 6. Responsibilities of Tri Phoenix Ltd

- 6.1 At Tri Phoenix Ltd, we pride ourselves on providing a dependable and secure transportation experience. Our commitment encompasses offering licensed vehicles and drivers who have undergone rigorous background assessments and possess the requisite expertise.
- 6.2 We assure passengers of the meticulous maintenance of our vehicles, adhering to the highest benchmarks of cleanliness and operational efficiency while adhering to pertinent regulatory requisites.

## 7. Limitation of Liability

- 7.1 Tri Phoenix Ltd are fully accountable in providing customer transport in line with Transport for London's guidelines arising from the utilisation of our services.

## 8. Changes to Terms

- 8.1 Tri Phoenix Ltd reserves the liberty to amend these terms at its discretion and in line with Transport for London's guidelines.

## 9. Governing Law

- 9.1 These terms shall be governed by and construed in accordance with the laws of England and Wales.

## 10. Contact Information

- 10.1 Should you require any clarifications or support, our dedicated customer support team is readily available. You can contact us at 0333 006 5000 or [info@tpltd.co.uk](mailto:info@tpltd.co.uk).

By availing of Tri Phoenix Ltd's services, you acknowledge that you have perused, comprehended, and assented to these Terms of Service. We eagerly anticipate serving you and ensuring a comfortable, secure, and reliable transportation experience.

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