

TERMS & CONDITIONS FOR PRIVATE HIRE (DRIVERS)

Effective Date: 14th August 2023

These terms and conditions ("Agreement") outline the responsibilities and obligations of private hire drivers ("Drivers") contracted with Tri Phoenix Ltd ("Company"), a Private Hire Operator licensed by Transport for London. By agreeing to work as a private hire driver for Tri Phoenix Ltd, you agree to abide by the following terms and conditions:

1. Licensing and Certification

- 1.1 Drivers must possess a valid and current private hire driver's license issued by Transport for London (TfL).
- 1.2 Drivers must provide all necessary documents, including proof of license, insurance, and vehicle registration, as required by TfL and the Company.

2. Vehicle Requirements

- 2.1 Vehicles used for private hire services must meet the standards and requirements set by TfL, including safety, insurance, and vehicle age limitations.
- 2.2 Drivers are responsible for maintaining their vehicles in a safe and roadworthy condition at all times.

3. Conduct and Professionalism

- 3.1 Drivers are expected to adhere to a high standard of professionalism and customer service at all times.
- 3.2 Drivers must be courteous, respectful, and helpful to passengers, maintaining a clean and well-presented appearance.
- 3.3 Drivers shall not engage in any form of discriminatory, offensive, or inappropriate behaviour.

4. Bookings and Services

- 4.1 Drivers shall fulfil bookings accepted through the Company's dispatch system promptly and safely.
- 4.2 Drivers must follow the assigned route and any specific passenger requests while ensuring the safety of passengers.
- 4.3 Drivers should inform passengers of any estimated delays and be proactive in maintaining communication.

5. Health and Safety

- 5.1 Drivers must adhere to all relevant health and safety regulations and guidelines, including COVID-19 safety protocols.
- 5.2 Drivers should not drive while fatigued, under the influence of alcohol or drugs, or in any condition that might impair driving ability.

6. Cancellations and No Shows

- 6.1 Drivers must respect the Company's cancellation policy and communicate any changes promptly.
- 6.2 No-show passengers should be reported to the Company, with relevant details provided.

7. Payment and Invoicing

- 7.1 Drivers shall receive payments according to the agreed terms and rates set by the Company.
- 7.2 Invoices submitted by Drivers must accurately reflect the services provided and comply with applicable tax regulations.

8. Data Protection

- 8.1 Drivers are required to handle passenger information with utmost confidentiality and comply with data protection laws.

Tri Phoenix Ltd

Tel: 0333 006 5000
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Web: www.Tri-Phoenix.co.uk

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



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9. Reporting Incidents

9.1 Drivers must report any accidents, incidents, or legal matters to the Company promptly.

10. Compliance with Laws

10.1 Drivers shall comply with all applicable laws, regulations, and bylaws governing private hire services in London.

11. Termination

11.1 The Company reserves the right to terminate the agreement with a Driver for breach of these terms, poor performance, or failure to comply with TfL regulations.

12. Amendments

12.1 These terms and conditions may be updated or modified by the Company as required.

By agreeing to these terms and conditions, you acknowledge that you have read, understood, and accepted the responsibilities and obligations set forth. Failure to comply with these terms may result in the termination of the contract and/or legal action.

This Agreement is effective as of [_____].

[Driver's Name]: _____

[Driver's Signature]: _____

[Date]: _____

[Company Representative's Name]: _____

[Company Representative's Signature]: _____

[Date]: _____

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