

## VALUE CABS LIMITED

### ACCOUNTS TERMS AND CONDITIONS

1. PRIORITY TAXI DISPATCH

ACCOUNT CUSTOMERS RECEIVE A PRIORITY DISPATCH AHEAD OF CASH CUSTOMERS.

2. NEVER BOOKED OUT

WE WILL ALWAYS TAKE BOOKINGS FROM ACCOUNT HOLDERS WHICH IS NOT THE CASE WITH CASH CUSTOMERS. OUR STAFF WILL ADVISE OF POSSIBLE DELAYS AND GIVE AN ESTIMATED RESPONSE TIME.

3. NO SHOW POLICY

WE WILL ALWAYS AIM TO HAVE YOUR BOOKED TAXI WAITING FOR YOU AT THE TIME REQUESTED. IF AFTER 15 MINUTES OR 15 MINUTES AFTER THE BOOKED TIME NO ONE CAN BE CONTACTED THE JOB WILL BE MARKED AS A NO JOB / NO SHOW AND A CHARGE WILL BE INCURRED. IF A BOOKING IS CANCELLED AFTER IT HAS BEEN DISPATCHED OR ALLOCATED TO A DRIVER THEN A CANCELLATION FEE WILL BE PAYABLE.

4. WE CAN ALSO ENABLE ACCOUNT HOLDERS ACCESS TO OUR ON-LINE BOOKING PORTAL WHICH CAN ALLOW YOUR OFFICE TO BOOK AND TRACK YOUR REQUIRED TAXIS AND CAN BE ADDED TO YOUR TELEPHONE AND ACCOUNT MOBILE APP BOOKING CAPABILITIES.

5. OUR INVOICE SYSTEM CAN ISSUE WEEKLY OR MONTHLY INVOICES WHICH SHOULD BE PAID WITHIN 30 DAYS. OUR INVOICES WILL SHOW ALL BOOKING DETAILS INCLUDING TIME, DATE, NAME, PICK UP AND DROP OFF LOCATIONS AND THE PRICE OF EACH JOURNEY.

6. ALL FARES ARE CALCULATED ON THE METERS FITTED TO ALL VALUE CABS VEHICLES AS SET AND SEALED BY THE DVA NI WITHIN LEGISLATION UNDER THE TAXIS ACT (NI) 2008. OUR FARES ARE AVAILABLE ON OUR WEBSITE: [WWW.VALUECABS.CO.UK/FARES](http://WWW.VALUECABS.CO.UK/FARES) . THIS INFORMATION INCLUDES ANY INCREASED FARES CHARGED AT NIGHTS, WEEKENDS, HOLIDAYS, BANK AND PUBLIC HOLIDAYS. ANY JOURNEY WHICH DOES NOT START, END OR PASS THROUGH THE 8 MILE RADIUS OF BELFAST CITY CENTRE WILL BE SUBJECT TO A MILEAGE SURCHARGE.

7. ALL FARES ARE SUBJECT TO ANY THIRD-PARTY CHARGES SUCH AS AIRPORT CHARGES, CAR PARKING, TOLLS ,ETC IF APPLICABLE DURING ANY JOURNEY. A SOILING CHARGE MAY BE APPLICABLE - £25.00 PER SEAT UP TO A MAXIMUM OF £75.00.

8. ALL ACCOUNTS HAVE AN ADMINISTRATION CHARGE OF 12% PLUS VAT.