

Terms and Conditions

By using this application and all its associated software you are agreeing to the Terms and Conditions and Privacy Policy of ComCab and CityFleet Networks Limited.

These Terms and Conditions are subject to change without notice at the discretion of the Company, by continuing to use the service you are agreeing to the Terms and Conditions and Privacy Policy in its current format. Updates to these terms and Conditions will be available via this application and other electronic media from time to time and are available upon request.

By using this application and all associated software and services you are agreeing that:

- You will abide by all the terms, conditions, charges and restrictions detailed below
- You will not misuse or attempt to misuse the service, application and software
- You are over 18 and have legal authority to use this service, application and software and to do so in line with the Terms and Conditions of use
- That you have permission of the person, persons, company or organisation responsible for all charges associated to the use of this service, application and software
- You allow ComCab, CityFleet Networks Limited, its self employed drivers and subscribers and other persons or organisations associated with the provision of this service access to the data captured as part of this application, service and associated software
- You will not use the system, application or software for any purposes other than requesting transport services as per the terms and conditions
- You will not use, transfer or copy any part of the application, software or system or any of the associated trademarks, images, content, logos, branding or any other elements for any means without express written consent from CityFleet Networks Limited
- You agree not to use offensive, malicious, defamatory or prejudicial language or terminology during use of any aspect of this application, software or service
- You agree to all third party terms and conditions associated with the downloading of the application from iTunes, the App store, Google Play, Android market and any other sources or services that may offer the application to be downloaded from time to time

General

ComCab is a provider of transport booking services, your journey will be fulfilled by a self-employed licensed London taxi driver. Bookings are restricted to originating within the boundaries relevant for the licensing of London Hackney Carriages.

All drivers and vehicles are licensed and regulated by Licensed Taxi and Private Hire, a division of Transport for London.

All bookings are subject to the availability of drivers and systems. Provision of the service is not guaranteed, nor are any quoted estimates of journey duration, pick up, arrival or journey times. Any estimates of cost of time of any journey are estimates

only and ComCab and all affiliated companies and partners are not liable for any changes to journey times, distances or costs. Likewise ComCab and all affiliated companies and partners are not liable for any additional costs or damages arising from a journey not being fulfilled.

Computer Cab plc, and all affiliated companies and partners are not liable for any damage, loss, costs, claims or expenses suffered by a passenger during a journey.

Booking Requests

Users of this application, software and service accept full responsibility for checking the information entered and for ensuring addresses, telephone numbers, names and other important information are entered accurately and correctly.

Once a booking is made, the system will aim to offer the trip to a suitable and available taxi, but there is no guarantee that either the system or suitable taxis will be available.

It is the users responsibility to ensure enough time is allowed for the journey, including making allowances for weather, traffic and other factors. ComCab and CityFleet Networks Limited accept no responsibility for late arrivals at pick up or destination points or any losses or inconvenience that may arise.

Special requirements

It is the users responsibility to ensure that any special requirements are communicated to ComCab and the driver fulfilling the journey. ComCab cannot guarantee that special requests can be met (with the exception of requests covered by the Disability Discrimination Act and regulations laid down by Transport for London for Hackney carriage hirings).

Child seats, restraints, booster seats etc are not a legal requirement in taxis and are not provided by ComCab or its subscribing drivers. Passengers/users of this application are responsible for ensuring child seats, special restraints and other such equipment is provided directly by themselves as required.

Charges

Your taxi journey will be charged at the metered fare as per the tariff of charges laid down by Transport for London, a copy of which will be visible in the taxi fulfilling your journey.

You can pay for your journey by cash or credit/debit card and can make this payment directly to the driver. This is a transaction between the user of the service and the driver directly and the driver reserves the right to refuse travel in line with Transport for London guidelines.

You can also choose to register a credit card over this application, or online, in advance and then pay for the journey cost via the pre-registered card. Pre-registering and making card details available is no guarantee of service and cancellation charges may apply.

ComCab accepts Visa, Mastercard, American Express, Diners Club, Discover, and JCB cards.

A surcharge of 10% (Minimum of £2) will apply for payments made by credit or debit card.

All bookings made using this application, including those settled by cash with the driver, are subject to a £2 booking fee, which will be added to the metered fare by the driver.

The taxi driver will start the taximeter at the pick up point you selected when making your booking. If your location has changed and the driver needs to continue driving to your actual location there may be a higher amount on the meter at the point of you boarding the taxi. Likewise if you keep the taxi waiting the metered fare will continue to rise.

Journeys originating from Heathrow Airport are subject to a £2 extra charge as part of the Transport for London tariff, and additional rates apply at certain times and public holidays, please see the in-taxi tariff card for information.

Cancellation charges

Please note that if you cancel your trip after a taxi has been despatched, your card will be debited for the amount on the meter, plus the transaction and booking charges. Any additional charges incurred (including tariff extras, parking charges, toll charges etc) will also be debited.

Mobile device connectivity and charges

By using this application, service and software you may incur mobile data and SMS (text message) charges which will vary from operator to operator, please check with your network provider if you are uncertain of the charges which may apply.

Your mobile device will require a functioning and stable data connection in order to allow this application to operate correctly, any failure in the data connection or network provision which leads to the failure or malfunction of the service shall not be the responsibility of CityFleet Networks Limited, ComCab or any of its affiliates.

When downloading or accessing the application from iTunes, the App store, Google Play, Android market and any other sources or services that may offer the application to be downloaded from time to time you are agreeing to the terms and conditions of those services with the third parties that provide those services and any charges such parties may invoke from time to time.

Accounts, passwords and security

Access to certain features of this application, service and software require the user to open an account and register details, including login identification and passwords. The user is entirely responsible for maintaining the confidentiality of account information, passwords and for all activity that takes place under that account information. The user agrees to notify CityFleet Networks Limited at app@cityfleet.co.uk immediately if there is any breach, or suspected breach of security or if any unauthorized use of the account or password is suspected. The

user may be held responsible for any costs arising from unauthorized or authorised use of their account or account details by another party.

Users should not use another users account or login information and CityFleet Networks Limited cannot be held responsible for any costs or circumstances arising from such activity.

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