

VELVET DRIVERS LIMITED

Driver Terms and Conditions

1. Introduction

These Terms and Conditions outline the requirements, responsibilities, and standards expected from all drivers operating under Velvet Drivers Limited.

2. Licensing and Compliance

- Drivers must hold a valid TfL PHV driver licence and provide copies to Velvet Drivers Ltd.
- Drivers must comply with all TfL regulations, road traffic laws, and company policies.
- Vehicles must be fully licensed and compliant with TfL standards.

3. Conduct and Professionalism

- Drivers must act professionally, respectfully, and courteously at all times.
- Smoking, inappropriate behaviour, or harassment of any kind is strictly forbidden.
- Drivers must maintain a clean vehicle.

4. Bookings and Jobs

- Drivers must only accept bookings dispatched by Velvet Drivers Ltd.
- No direct bookings or payments may be arranged with passengers.

5. Payments and Fees

- All fares must be processed according to Velvet Drivers Ltd procedures.
- Drivers must not overcharge or solicit additional payments.

6. Safety

- Seat belts must be worn at all times.
- Drivers must report any incident, accident, or complaint immediately.

7. Data Protection

- All passenger information must be kept confidential and used only for providing the service.

8. Termination

- Velvet Drivers Ltd reserves the right to terminate the agreement if the driver breaches TfL rules or company standards.