

## VELVET DRIVERS LIMITED

### Passenger Terms and Conditions

#### 1. Introduction

These Terms and Conditions apply to all passengers using services operated by Velvet Drivers Limited.

#### 2. Bookings

- All bookings must be made via the official Velvet Drivers Ltd booking system.
- Passengers will receive a confirmation once the booking is accepted.

#### 3. Fares and Payments

- Fares will be provided at the time of booking.
- Additional charges may apply for waiting time, tolls, or changes made by the passenger.

#### 4. Passenger Conduct

- Passengers must behave respectfully and safely.
- Smoking, aggressive behaviour, or damaging the vehicle is prohibited.

#### 5. Cancellations

- Cancellations must be made in advance. Late cancellations may be charged.

#### 6. Safety

- Seat belts must be worn at all times.
- Children must travel in appropriate child seats, provided by the passenger unless arranged otherwise.

#### 7. Delays

- Velvet Drivers Ltd will not be liable for delays caused by traffic, weather, or events outside our control.

#### 8. Data Protection

- Passenger details are processed in accordance with GDPR and used solely to manage bookings and provide services.

#### 9. Complaints

- Any complaints can be submitted to Velvet Drivers Ltd for investigation.