

## **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.