

# Ride Booking Policy

Trueline Go LTD

Effective Date: July 12, 2025

## Purpose

This policy outlines the terms and conditions for booking a ride through the Trueline Go LTD website, ensuring a safe, reliable, and legally compliant experience for both riders and drivers. By ticking the box to agree to this policy, you confirm your understanding and acceptance of these terms, which comply with UK consumer protection laws, including the Consumer Rights Act 2015 and the Electronic Commerce (EC Directive) Regulations 2002.

## Business Information

As required by the Companies Act 2006 and Electronic Commerce (EC Directive) Regulations 2002, we provide the following details:

- **Business Name:** Trueline Go LTD
- **Registered Address:** 29 Thackeray Road, Southampton, SO17 2GS
- **Contact Details:** [mgparvana@gmail.com](mailto:mgparvana@gmail.com) / 07377168696
- **Company Registration Number:** 16106265
- **VAT Number:** Not registered for VAT

This information is also available on our websites "Contact Us" page.

## Rider Responsibilities

1. **Accurate Information:** Riders must provide complete and accurate details during the booking process, as required by the Consumer Rights Act 2015, to ensure a smooth journey. This includes:
  - Full name and contact information
  - Pickup and drop-off locations
  - Requested pickup time and date
  - Any special requirements (e.g., accessibility needs, luggage, or additional passengers)

Failure to provide accurate or complete information may result in the inability to fulfill the booking, and Trueline Go LTD is not liable for any resulting inconvenience or costs. This aligns with our obligation to provide clear pre-contractual information under UK consumer law.

2. **Timeliness:** Riders must be at the designated pickup location at the scheduled booking time.

- Drivers will arrive at the pickup location at the scheduled booking time, unless unforeseen circumstances (e.g., traffic or accidents) prevent timely arrival.
  - If the rider is more than 15 minutes late, the driver reserves the right to leave, and the rider may forfeit up to 90% of the booking fare. No refunds or credits will be issued in such cases, as permitted under the Consumer Rights Act 2015 for failure to meet contractual obligations.
3. **Data Protection:** Under the UK GDPR and Data Protection Act 2018, we collect, store, and process personal data (e.g., name, contact details, and booking information) to provide our services. Our Privacy Policy, available on our website, explains how we use and protect your data. By agreeing to this policy, you consent to this processing.

## Unforeseen Circumstances

1. **Company's Right to Cancel or Modify:** Trueline Go LTD reserves the right to cancel or modify a booking due to unforeseen circumstances beyond our control, including but not limited to:
- Adverse weather conditions
  - Traffic disruptions
  - Vehicle breakdowns or mechanical issues
  - Driver unavailability
  - Force majeure events (e.g., natural disasters, road closures, or emergencies)

In such cases, we will notify the rider as soon as possible and offer alternative arrangements or a full refund of the booking fare, in compliance with the Consumer Rights Act 2015.

2. **Rider Cancellations:** Riders may cancel their booking through the website, subject to our cancellation policy, which is clearly outlined during the booking process and complies with the Consumer Rights Act 2015.
- For cancellations made more than 24 hours before the scheduled pickup time, a full refund will be provided.
  - For cancellations made less than 24 hours before the scheduled pickup time, or in case of a no-show, no refund will be issued, as permitted under UK consumer law.
  - Cancellations due to unforeseen circumstances on the rider's part (e.g., personal emergencies) will be handled according to this policy, and no additional compensation will be provided.

## Driver Responsibilities

1. **Punctuality:** Drivers will arrive at the pickup location at the scheduled booking time, unless unforeseen circumstances prevent timely arrival, as permitted under

the Private Hire Vehicles (London) Act 1998 and equivalent regulations in other UK regions.

2. **Compliance with Licensing:** All drivers are licensed by the relevant local authority (e.g., Southampton City Council for services in Southampton) and hold a valid private hire vehicle (PHV) licence, as required by UK law. Drivers maintain a minimum of third-party insurance, as mandated by the Road Traffic Act 1988.
3. **Professional Conduct:** Drivers will maintain professionalism and adhere to all applicable traffic and safety regulations, including the Highway Code.
4. **Right to Depart:** If a rider is more than 15 minutes late to the pickup location, the driver may leave, and the rider may forfeit up to 90% of the booking fare. The driver will attempt to contact the rider before departing, ensuring fairness as required by UK consumer protection laws.

## Pricing and Payment

- All pricing, including taxes and any additional fees (e.g., tolls, parking), will be clearly displayed during the booking process, as required by the Consumer Rights Act 2015.
- Payments are processed securely, and any upfront payment requirements will be communicated during booking. Refunds, where applicable, will follow the cancellation policy outlined above.
- If the selected currency differs from the drivers currency, our Currency Conversion Rate will be displayed during checkout.

## Liability

- Trueline Go LTD is not liable for delays, cancellations, or service disruptions caused by unforeseen circumstances beyond our control, as permitted under the Consumer Rights Act 2015.
- Riders are responsible for ensuring all provided information is accurate and complete. We are not liable for issues arising from incomplete or inaccurate booking details.
- Riders are responsible for any additional costs (e.g., parking fees, tolls) incurred during the ride, as specified during the booking process.
- Our liability for any breach of contract is limited to the booking fare paid, in accordance with UK consumer law.

## Website Accessibility

Our website complies with the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018, ensuring accessibility for all users, including those with disabilities. An accessibility statement is available on our website.

## Policy Amendments

Trueline Go LTD reserves the right to amend this policy at any time. Updated policies will be communicated via our website, and continued use of our services constitutes acceptance of the updated terms, as permitted under the Electronic Commerce (EC Directive) Regulations 2002.

## Complaints and Dispute Resolution

If you have a complaint, please contact us via [mgparvana@gmail.com](mailto:mgparvana@gmail.com) or 07377168696, or through our websites Dispute Resolution page. We aim to resolve complaints promptly and fairly, as required by UK consumer law. Your complaint must include:

- Your name and contact details
- Booking reference number
- Date of the booking
- A brief description of the issue
- The resolution sought

We will respond within 14 days and, if necessary, escalate the matter to an alternative dispute resolution (ADR) provider, as required by the Alternative Dispute Resolution for Consumer Disputes Regulations 2015.

## Compliance with Local Laws

Our services comply with all applicable UK laws, including the Private Hire Vehicles (London) Act 1998 (for London-based services) and equivalent local authority regulations elsewhere in the UK, such as those set by Southampton City Council. Drivers and vehicles meet all licensing, insurance, and safety requirements set by the relevant local authority and the Road Traffic Act 1988.

## Contact Us

For any questions or concerns regarding this policy, please contact our support team at [mgparvana@gmail.com](mailto:mgparvana@gmail.com) or 07377168696, or through the website. Our full contact details are available on our “Contact Us” page, as required by the Electronic Commerce (EC Directive) Regulations 2002.

*By ticking the box to agree to this policy, you confirm that you have read, understood, and accept these terms and conditions, and you acknowledge that this agreement forms part of the contract for your ride booking.*