

SVEA TRANSPORTATION LTD TERMS & CONDITIONS

These Terms and Conditions will apply to the purchase of the services by you (the “Customer”, “Client”, “Passenger” or “You”). We are SVEA Transportation Ltd, whose trading name is SVEA Chauffeur, a private chauffeur hire company registered in England and Wales under company number 12120113 whose registered office is at 6th Floor, First Central 200, 2 Lakeside Drive, London, NW10 7FQ, United Kingdom with email address contact@sveachauffeur.com and telephone number +44 (0) 20 3911 8031; (the “Supplier”, “Company”, “us”, “our” or “we”).

All business between Clients and SVEA Transportation Ltd is a transaction based on the Terms and Conditions defined on this contract. By placing a booking with us, you acknowledge that you have read, and you agree to be contractually bound by and comply with these Terms and Conditions for both our acceptance of the booking and for the delivery of the transportation services.

1. PURCHASE OF SERVICES

- 1.1 By placing a booking through our website, phone, or via email, you agree that you are legally capable of entering into binding contracts and you are at least over 18 years old.
- 1.2 SVEA Transportation Ltd is a private hire vehicle operator licensed by Transport for London (“TfL”). Therefore, we only accept direct booking requests from our Clients for chauffeur-driven travel. Our chauffeurs are not licensed nor authorised to accept bookings. The Client is kindly advised to only place reservations through our website booking form, via email or phone call.
- 1.3 The contract for all bookings as well as the provision of the transportation services is between SVEA Transportation Ltd and the Client (i.e. an agent, the company, a Passenger, or a person booking and paying for the transportation service).
- 1.4 SVEA Transportation Ltd only accept payments directly from the Client. Our chauffeurs do not handle payments.
- 1.5 SVEA Transportation Ltd is in charge of accepting bookings, providing transportation services or any liability arising in relation to the transportation services.
- 1.6 SVEA Transportation Ltd reserve the right to cancel any booking with a Client or Passenger. All bookings/reservations are subject to availability. In event of a cancellation, SVEA Transportation Ltd will notify the Client via email, phone call or text.

2. RESERVATIONS

- 2.1 SVEA Transportation Ltd reservation team will make every effort to assist their Clients 24/7. We will strive to always exceed all expectations, but 24 hours’ notice may be required to prepare the chauffeured vehicle for your specific journey. All prices quoted are in GBP, with hiring starting at the pickup point “A” and finishing at the drop-off point “B” except those hires to or from various airports or those that are the subject of a fixed charge.

- 2.2 To obtain a quote or make a booking through our booking agents, you are required to provide us with contact details including full name, contact number and email address. Failing to do so, SVEA Transportation Ltd will not be able to assist you any further.
- 2.3 By placing a booking through our website, phone, or via email, you agree that you are legally capable of entering into binding contracts and you are at least over 18 years old.

3 BOOKINGS

- 3.1 All bookings are subject to SVEA Transportation's approval. Prices and product availability are subject to change without notice.
- 3.2 SVEA Transportation Ltd request a minimum of 24 hours' notice for any online bookings; if you would like to book a car with less than 24 hours' notice – please call our reservation team at +44 (0) 7521 312 195.
- 3.3.1 Online prices are valid for travelling within the UK only. If you require travelling to Europe, please get in contact with us, we will be pleased to provide you with a bespoke quotation.
- 3.3.2 All bookings scheduled between 2200 to 0500 are subject to 50% additional charges from online prices.
- 3.3.3 Online prices or bookings do not allow for public and bank holidays such as Easter, Christmas Eve or Day, or New Year's Eve or Day where 50% additional charges will apply. All other bank holidays will be subject to a 25% surcharge.
- 3.3.4 All bookings scheduled into, or driving through the Congestion Charge Zone during operating hours is included onto the quotation provided to you.
- 3.3.5 If you disagree with these terms prior to the journey, SVEA Transportation Ltd will refund you the full amount paid.
- 3.3 Whilst we do our utmost to ensure our drivers are punctual and arrive on time, you will understand that we cannot accept responsibility for delays caused by circumstances beyond our control, such as mechanical failure, traffic jams, traffic accidents or extreme weather conditions.
- 3.4 If the car breaks down during your journey, we will endeavour to arrange an alternative car to complete the journey as soon as practicable.
- 3.5 It is illegal to make a private booking with our drivers. SVEA Transportation Ltd will not be liable for any situation faced by the Passenger while travelling on a booking not confirmed with the office

4. PRIVACY POLICY

4.1 How your personal information is used: We will treat all your personal information as confidential and never disclose it to any third parties and will only use it in accordance with our Privacy Policy.

4.2 When you book through our website, email, via phone call, we will ask you to share personal details for us to identify you and secure your booking, such as your name, e-mail address, journey information (“A” - pick up and “B” drop off addresses). Payments are only issued through link where you can then directly make your payment without having to share your card details with us.

4.3 We confirm that the payment information will not be held by us, but securely encrypted on the third-party payment system we use (XERO/STRIPE).

5. SINGLE AND RETURN JOURNEYS

5.1 All return journeys on the same day are subject to waiting time charges if the return journey is within 3 hours or out of London. If the return journey is scheduled within more than 3 hours, the return journey may be completed by a different driver.

5.2 All returned journeys booked on the same day for any sports events such as Wimbledon tennis, Ascot, rugby, or football will be charged a waiting time from drop off till pick up time plus car park charges. Single journeys from or to any sports events, such as above or concerts in O2 or Wembley are subject to additional charges. For such events, please call our office and discuss your requirements.

6. WAITING TIME

6.1 All quotes for journeys collecting from a flight into a UK airport include 60 minutes of complimentary waiting time. All other journeys include 15 minutes of complimentary waiting time. If our driver is asked to wait either at the beginning or during a journey exceeding the complimentary waiting time, the exceeded time is chargeable at our current standard rate.

7. PAYMENTS

7.1 Payments are made through invoice provided directly by SVEA Transportation Ltd. If you make payment by credit or debit card, the charge on your statement will be shown as ‘SVEA Transportation Ltd’.

7.2 Car parking charges that are necessarily incurred in order to fulfil your booking will be charged at cost except where this cost is incorporated into our Airport Meet & Greet service charge.

7.3 Any variations to the journey that involves extra time or mileage may be subject to additional charges. Toll and congestion charges will be applied, where applicable.

7.4 We accept all major debit and credit cards, including Amex at no extra charge. However, card charges are non-refundable for booking cancellations. We do not keep record of your card details, it will be securely encrypted on the third-party payment system we use (XERO/STRIPE).

7.5 All prices are in Pounds Sterling and exclusive of VAT unless otherwise stated. Payment for registered business account bookings is due within 30 days of the date of invoice.

7.6 Your booking may be subject to additional waiting time and car park charges.

7.7 Rates are subject to change at any time without prior written notice.

7.8 Stop charge of £25 + VAT charge applies to any stops on the way to drop off or pick up location to pick up another Passenger or an item. 15 minutes grace period is allowed at stops.

7.9 Payment using corporate account

7.9.1 Monthly payment — users of a corporate account can elect to pay monthly. SVEA Transportation Ltd will provide a detailed invoice on the first date of each month setting out all transport charges, disbursements, transaction fees, and cancellation fees incurred under that corporate account in the preceding month.

7.9.2 The user shall pay each invoice to SVEA Transportation Ltd within 7 days of the date of the invoice unless otherwise agreed in writing with SVEA Transportation Ltd.

7.9.3 SVEA Transportation Ltd reserves the right to immediately suspend user's access to the corporate account and its features in the event of any overdue payment.

7.9.4 If for any reason any payment is not made when due, SVEA Transportation Ltd reserves the right to be paid on an indemnity basis any costs SVEA Transportation Ltd incurs in recovering any money due under any and all unpaid invoices (and the costs of recovering such costs) including SVEA's administrative costs and any associated costs incurred with lawyers or debt collection agencies. SVEA's administrative costs may include the cost of employing the staff concerned and the overheads attributable to them for the time spent.

8. CANCELLATION AND REFUND POLICY

8.1 For all bookings (excluding wedding-related bookings) cancellations or amendments must be made and acknowledged by SVEA Transportation Ltd during office hours 0800 to 1700) Otherwise, SVEA Transportation Ltd reserves the right to charge the Client for the full amount. This also applies to bookings that are made within 12 hours' of the pickup time.

8.1.1 For all wedding-related bookings 7 days' notice must be provided to cancel wedding bookings.

8.1.2 If wedding cancellations are made within 7 days of the booking date: 50% of the booking fee will be charged.

8.1.3 If wedding cancellations are made less than 48 hours of the booking date: 100% of the booking fee will be charged.

8.2 If the cancellation is made and acknowledged by our office team, during office hours, SVEA Transportation Ltd will refund any charge to the debit or credit card used to make the booking, under the terms set below. Please note debit or credit card charges are not refundable.

- 8.2.1 One-way journeys within London (excluding airport transfers) are subject to 12 hours of free cancellation or amendment policy.
- 8.2.2 Hourly bookings within London are subject to a strict 24 hours' free cancellation or amendment policy.
- 8.2.3 Airport or private charter transfers are subject to a strict 24 hours' free cancellation or amendment policy.
- 8.2.4 All bookings scheduled from or out of London are strictly subject to 48 hours' cancellation or amendment policy.
- 8.2.5 Booking amendments made less than 2 hours for the same or different date minimum fare for the relevant vehicle will be applied.
- 8.2.6 Up to 30% administration fee may apply to your booking or cancellation based on administration time and efforts spend by our admin team. Such cost will be at our discretion.

8.3 Our booking cancellation policy reflects the availability of the vehicles in our fleet. Upon acceptance of your booking, we reserve the availability of the vehicle for you and subsequently refuse all other bookings for that vehicle at that time and on that date.

8.4 If the Customer fails to show up at the designated location and time for which a reservation has been made and a confirmation was sent out, all monies paid will be non-refundable.

9. MULTI DAYS AND MULTI-CAR BOOKINGS

9.1 For bookings involving two or more vehicles in one day or one vehicle for multi-day hire or two or more bookings on different days, the following cancellation or amendments fees will apply:

- 9.1.1 Less than 7 days' and more than 48 hours' notice: 50% cancellation charge for each vehicle.
- 9.1.2 Less than 48 hours' notice: 100% cancellation fee will be charged.

10. CHAUFFEURS & CARS

10.1 Our chauffeurs will drive at reasonable speeds according to their judgment of the prevalent road conditions and traffic at any particular time. When a hirer desires to travel to a particular place, the driver will, unless specifically otherwise instructed, travel by the route which is, in the chauffeur's opinion, the best and most convenient for motoring, whether the route is the shortest or not, and no allowance will be made to the hirer on the ground that the route adopted is not actually the shortest.

10.2 A reasonable amount of ordinary passenger luggage is allowed, but luggage that, in the opinion of the chauffeur amounts to an excessive weight will not be carried. We reserve the right to refuse to carry luggage, which in the opinion of the chauffeur, is excessively bulky or heavy.

10.3 We reserve the right to switch vehicles before a run based on availability without prior notice, if a vehicle that was previously requested is unavailable or if there is a risk of a driver not making it on time for a pick-up.

10.4 SVEA Transportation Ltd may provide sub-contracted vehicles. Every effort will be made by SVEA Transportation Ltd to ensure that our vehicle or sub-contractor's vehicle arrive on time.

10.5 We will guarantee the category chosen by you but not the make, specs, or colour of the vehicle.

11. FITNESS TO TRAVEL

11.1 Any Passenger who is thought to be under the influence of alcohol or drugs and whose behaviour poses a threat to the driver, the vehicle or other Passengers will be refused travel.

12. CHILD SEATS

12.1 Requests for child seats must be made at the time of booking. Only one child seat will be provided free of charge. If you wish to use your own child seat you will be responsible for installing it safely and removing it at your destination. Care must also be taken to not damage the vehicle interior with your child's seat. Otherwise, you will be charged to compensate for this.

13. CONVEYANCE OF ANIMALS

13.1 On a private hire, no animals (other than guide dogs and hearing dogs) may be carried on any vehicle without prior written agreement from the Company. Please note that additional costs will incur if travelling with animals. Cost to be confirmed with the Company prior to placing a booking.

14. RESPONSIBILITIES

14.1 SVEA Transportation Ltd accepts no responsibility for any loss or damage to any luggage or property carried in or on the car unless the loss or damage is a result of negligence by SVEA Transportation Ltd. In the event of the property being left in a vehicle, we will gladly organize the return of such items, if the Client pays the reasonable costs of returning the items.

15. MISSED FLIGHTS

15.1 SVEA Transportation Ltd is not responsible to pay for any missed flights.

16. DAMAGE TO VEHICLES

16.1 In the event that the interior or exterior of the vehicle is soiled or damaged by the Customer, a valeting, repair charge or any loss of earnings for that chauffeur or vehicle will apply to your invoice. Refusing to pay for the damage caused will result in legal action.

17. ACCOUNT SERVICES

17.1 Before making any booking for account services, the Customer must open an Account with SVEA Transportation Ltd. The Customer must keep its dedicated and secret customer account number in a safe and secure place.

17.2 When making any booking for account services, the Customer must quote their Customer's account name or number. SVEA Transportation Ltd shall not be obliged to use their account services should the account name or number not be submitted.

17.3 SVEA Transportation shall be entitled to treat any booking made quoting the confidential Customer account number as authorization by the Customer and the Customer shall be liable for all charges relating to the booking.

17.4 In consideration of the performance of the Account Services, the Customer shall pay all charges, the administration fee, and any applicable VAT (without set-off or deduction), as invoiced by SVEA Transportation Ltd, within 7 days (or a shorter period as we in our absolute discretion notify you) of the date of an invoice (the "Due Date").

17.5 Payment shall be made by link provided by us within 7 days of the issued invoice.

17.6 Up to 30% administration fee may apply to your booking or cancellation based on administration time and efforts spend by our admin team. Such cost will be at the Company's discretion.

17.7 We shall invoice the Customer each month in respect of the Account Services carried out for the Customer during the previous month or at such other intervals as may be agreed by the parties in writing.

17.8 In the event of non-payment of any charges by the due date, we shall be entitled to charge and the Customer shall pay interest at a rate of 10% per month on any amount outstanding until payment is made, both before and after any judgment.

17.9 We may, at any time, set a credit limit for any Customer at any one time and we shall not provide Account Services once that limit has been reached. Any such limit shall be notified to the Customer in writing by us.

17.10 Any dispute in respect of the charges shall be submitted, in writing, within 14 days of receipt by the Customer.

17.11 When an account is closed, the Client shall pay us all outstanding charges which are owed to us as at the date of termination of their account.

17. GENERAL EXCEPTIONS

17.1 We will not be liable or responsible for any failure to perform or delay in performance of, any of our obligations under a contract that is caused by an Event beyond our control. An event beyond our control is defined as any act or event beyond our reasonable control, including war, invasion, hostilities (whether war declared or not), civil war, revolution, rebellion, storm, flood, snow, earthquake, subsidence, epidemic, or other

natural disasters, or failure of public or private telecommunications networks. Without limitation traffic delays, tire punctures, road traffic accidents, road closures due to accidents and vehicle breakdowns, strikes, and lockouts.

17.2 Please note that in the event of vehicle break down, punctures, or accidents we will do our best to finish the journey with another chauffeur, but unfortunately, we cannot guarantee on-time arrival.

17.3 If an event beyond our control takes place that affects the performance of our obligations under a contract:

17.3.1 We will contact you as soon as possible to notify you.

17.3.2 Our obligations under a contract will be suspended and the time for performance of our obligations will be extended for the duration of the event beyond our control.

18. COMPLAINTS

18.1 In the event of a complaint about the Company's services, the hirer should endeavour to seek a solution at the time by seeking assistance from the driver or from the Company. If this has not provided a remedy, complaints should be submitted in writing and within 14 days of the termination date of the hire. We will acknowledge all complaints within 7 days and will normally reply fully within 14 days.

19. ZERO TOLERANCE POLICY

19.1 We have a zero-tolerance policy against harassment, discrimination, and rudeness either verbally or in writing against our employees and contractors. In such an event, we reserve full rights to withdraw our goods and services to consumers effective immediately. Full money paid for goods and services will not be refundable.

20. COMPLIANCE WITH PHV REGULATIONS

20.1. These general terms shall be amended to the minimum extent necessary to comply with PHV Regulations.

20.2 Nothing contained in these Terms & Conditions affects the Client's statutory rights.

20.3 These Terms and Conditions are governed by the laws of England and Wales.

Last updated on: **9 November 2022**