

Terms and conditions of contract – Annexure A

Jobs Allocation Flow

We Send Job Offer Via Email →→

You Accept / Reject →→

Follow Up Jobs Till its Completed On Your Dashboard

Standard Instructions for all our Journeys

All work distributed by the **TAKSI LTD T/A YOLO RIDE LONDON** are at the predefined rate of charges , sub-contractor must contact booking centre / office if there is any dispute regarding jobs.

If picking up from a Airport, It Your Responsibilities To Check flight scheduled landing time and see if matches the flight number provided and last but not least track the flight before you commence your journey. If you fails to do so, we or customer are not liable to cover additional cost if arise. If you have any doubts please call us before going to the airport as we can't defend you if you go to the airport without checking this properly. Do not presume the time entered by the passenger is correct.

On Airport Pick Ups driver / operator are not allowed to pick up customer from departure on any circumstances. If we receive complaint regarding this, we will refund full fare to customer and driver will be liable to bear **the cost of the journey as penalty**.

When you are picking up from any airports, Driver must park their vehicle **within 15 minutes of the landing time**. We may demand **parking ticket** if journey disputed by our customer. If driver fails to provide on demand, we may refund full fare to customer and driver is liable to bear the cost of the Journey.

If anything out of the ordinary happens to this journey please inform us as soon as possible so that we can add the notes to the booking and act accordingly.

Must Check Payment Method Before Charging Client or Finishing The Any Journey. If journey is pre-paid, driver must collect **Signed Job Verification Form** from client. It is found in email attachment when job confirmation sent to customer.

If our client wants a return booking or another journey organised please ask them to call us on Tel: 02071128101 or take the details and pass them to us. We will make contact with the client and always offer you the booking to do on our behalf. If client is registered with us, they can login to their account and book journey without any hassle any time.

Our business relationship is based on trust. Our client you are picking up on our behalf is our customer and all repeat business must be directed back through to us. Strict Action Will be taken if any driver or operator found flagging our customer / client without our consent. Our agreement will be terminated with immediate effect and drivers/operator may **fine up to £500.00 Maximum**.

When invoicing us or sending a sales receipt please email accounts@yoloridelondon.com

Check list for what must be on the invoice :- Business Name, business trading address, reference number of each journey, amount for each journey, total amount payable, Payment Type

Your bank account name if different to your business name, your bank account sort code and account number. If you change your bank details please send a separate email stating this as we will have to set this up with our bank and ensure we acknowledge that we have received this information from you. Please invoice us no more than once a Month. To ensure we pay you on the Monthly BACS run please make sure your invoice is emailed in to us By midnight of last day of the month.

Must attach all **SIGNED JOB VERIFICATION FORM** to redeem journey completed. No journey payment will be released until we receive the **SIGNED JOB VERIFICATION FORM** for relevant journey.

Failure to Complete the Journey on Dashboard or **Failure to inform us** that the journey didn't happen for whatever reason will result in the full fare being refunded to the customer if Customer pre-paid for the journey. So please ensure you confirm that the journey actually happened and completed on dashboard correctly.

Non-urgent queries please email us on bookings@yoloridelondon.com as this keeps the telephone lines clear for our clients.

Do not sub-contract this journey without our consent in any circumstances

We state that all our journeys are conducted with a vehicle that has working air-conditioning / Heating System. If your vehicle doesn't have such functioning please inform us immediately so that we can assign a supplier that does.

Waiting Time Policy:

Airport Pick-ups: Our Fare Are Inclusive of 60 minutes waiting time and parking charges from the landing time. All driver / operator must get authorize **additional waiting time** by us before charging to our client.

Address Pick-ups: we allow 15 minutes free waiting time from booking time / arrival time in case of ASAP Journey. All driver / operator must get authorize **additional waiting time** by us before charging to our client.

Administrative Terms & Conditions

Charges Declaration

<u>Commission Base Rate</u>	: 9%
<u>Application Fee / Subscription Fee</u>	: £5.00 P/M
<u>Late Fee</u>	: £2.00 Per Day
<u>Job Return Penalty</u>	: £5.00
<u>No Show Penalty</u>	: Fare + Additional Charges if applicable (see No Show Section)

***Commission Base Rate** which is fixed rate applies to total turnover / completed job in value.

***Application Fee/Subscription Fee** Applies only if you use our APP base platform to manage jobs.

***Late Fee** Applies on daily basis if any driver/operator fails to pay or settle their account by 5th of the month.

***Job Return Penalty** Applies when operator/driver accepts the job offer and returns the job in very short notice. (Minimum notice required 2 Hours before the booking time.)

Commission Calculation Illustration

9% of completed job value + APP Fee (Fixed) + Penalty/Late Fee/other charges

Less : Any Discount / Reward / Credit + Pre-Paid Job Credit/Settled

= Nett Commission

Driver / Operator Reward Scheme

If drivers / operators successfully Completed **300 jobs in a month**, gets **2% discount on their base commission** i.e. you pay 7% instead of 9%

Standards Terms to Follow On Sub-Contract Account Services

On contract work the company undertakes this work as “principle” for the sub-contractor, who acts as “agent”. The company will invoice the customers at the prevailing rate of charges plus VAT (if applicable) for which it will account to customs & excise.

On all cash work provided by the company, the company only acts as “agent” for the sub-contractor, who acts as “principle”. If the sub-contractor is vat registered, he / she must account for these transactions to customs & excise.

The deposit will be **£50.00** to be collected at the start of the contract date.

The minimum contract term is 6 week. Deposit will not be refunded if sub-contractor or driver / operator leave before completion of minimum term of the contract.

All Commissions or outstanding must be clear by **5th of the month** to avoid **Late Fee** and Reactivate the services. Accounts will be suspended if any amount is outstanding 6th day of the month.

Sub-Contractors or driver shall exercise all due and proper care to ensure that the manner of the provision of Services to **TAKSI LTD T/A YOLO RIDE LONDON** Clients so as to ensure that there is no negative or adverse impact on **TAKSI LTD T/A YOLO RIDE LONDON**, its Subsidiaries, Agents, and Clients as a result of the Services provided by the Contractor.

For the avoidance of doubt, operator, sub-Contractors or driver may not without the prior approval of **TAKSI LTD T/A YOLO RIDE LONDON** subcontract any element of the service whether in its entirety or in part to any other entity.

The sub-Contractor or driver shall pursuant to this agreement, not attempt to seek willingly or otherwise to entice or coerce clients provided by **TAKSI LTD T/A YOLO RIDE LONDON**.

The Sub-Contractor or driver will not approach clients provided by **TAKSI LTD T/A YOLO RIDE LONDON** directly or indirectly with regards payment for Services provided on behalf of **TAKSI LTD T/A YOLO RIDE LONDON** or for any other reason, other than those instances which have been pre-authorized by **TAKSI LTD T/A YOLO RIDE LONDON**.

No Show (Client): In the event of the "No Show" By the client following action will take place

It is a condition of this agreement that the Driver or Sub - Contractor must provide **TAKSI LTD T/A YOLO RIDE LONDON** with a car park receipt when collecting clients from airports which result in a No Show. No Show Payments to Contractors will be Subject to adherence of the provisions of this agreement, furthermore the contractor must ensure that 60 minutes as a minimum time allowance is provided after the pickup time to allow for possible client delays at airports, and 20 minutes on all other

collection points. In Failure to Do So, Job Will Count As **Completed And No Compensation Will Be Allowed.**

No Show on Cash Job: There will be no, "No Show" payment due! However, Office Will Cover Car Park, But Driver must provide the car park receipt if applicable detailing timings. Failure to do so, Job Will Not Be Count As **"CANCELLED"** and no payment is due for the journey!!!

No Show on Prepaid Job: If there is **"NO SHOW"** By client on any job, driver is subject to be paid **£15.00 + Car Park** (If Applicable) by Five Star Car Hire No For the avoidance of doubt, failure on the part of the Contractor to provide car park receipts as such will deem that the Service has taken place and job will not count as **"NO SHOW"** And payment due to a driver for an On that Job will become null and void.

No Show (Driver): In the event of the "No Show" By the driver following action will take place

"Driver No Show" In the instance when a Driver has accepted an job / order for Service and subsequently does not provide the Service to the Client or does not inform **TAKSI LTD T/A YOLO RIDE LONDON** about unavailability **a minimum of 120 minutes** prior to booking time. such situation will be deemed to be a "Driver No Show" which will result in the Driver / operator being liable for **Fare + Penalty of £10.00 (irrespective of fare or value of job)** and additional charges such as; flight tickets, hotel cost, additional vehicle hire etc. (if applicable).

The sub - contractor or driver shall in performing his activities; look after the interests of **TAKSI LTD T/A YOLO RIDE LONDON** and act dutifully and in good faith and in accordance with the conditions as set out in this agreement.

Any work is not distributed by our company or any of our company's branches, the sub-contractors is solely responsible for any consequences. The contractor or any member of our staff of company is not responsible for such activities.

The sub-contractor is self-employed and as such sub-contractor, his services to the company and undertakes to be responsible for his /her own income tax returns and contributions as well as national insurance contribution. He / she absolve the company of any responsibility for these contributions. He / she will supply the company with proof of a valid national insurance number, which will be kept on his/her records with company.

The sub-contractor cannot receive work until all legal and valid documents submitted to the company.

The sub-contractor agrees to supply the contractor with originals only of hire & rewards insurance certificate or cover note, M.O.T. Certificate and before the renewal date. The original must be available for inspection at any point of time.

The sub-contractor must advise the office of any changes of details provided to the contractor at the time of contract. i.e. address, contact numbers; any convictions or endorsements on their license. **This must notify within 7 days.** And immediately if there is any changes of vehicles details. The contractor must be notified with new vehicle's registration documents, new cover note, new road tax, new mot(if applicable) and to have physical vehicle check with office - in - charge before starting work on circuit.

The sub-contractor / driver agree to wear his / her id badge at all times as per public carriage office requirement.

Confidentiality of the company, their clients and accounts must be observed at all times and any breach will be treated as a serious matter and dealt with accordingly.

Photograph and photocopy of the sub-contractor's personal and vehicles will be held on file and retained at all times by the company. This complies with revenue and licensing regulations.

Annexure B – Code of Conduct

All drivers must wear formal dress, no jeans or t-shirt or any kind of traditional or any kind of traditional outfit is not permitted while on duty.

It is the requirement of the company that no sub-contractor/drivers shall report of endeavour to report for duty having just consumed alcohol or being influence of drugs or in possessions of such. Any breach will be treated as a serious matter and dealt with accordingly and report to the police immediately.

Overcharge: Any Sub-Contractor / driver does not have right to negotiate fare in any situation. They must consult with Contractor or Controller in charge for the guide price. If we receive a complain about overcharging which is not consulted with controller in charge, we will ask driver / sub-contractor to refund 50% of the fair and give 1st warning. We do not entertain 2nd complain, so as result driver / sub-contractor will lose contract with us and loose deposit money too. We would no longer distribute to such driver or sub-contractor.

The company considers, **threatening or violent behaviour, sexual innuendoes, over charging, rudeness** and any unbecoming behaviour as **gross misconduct**, any sub-contractor reported for the any of their above or a serious allegation will be suspended from receiving work from the company, until the matter is resolved. Their radio or

any other forms of communication will be withdrawn for pending investigation, during the course of this investigation, the sub-contractor will be given fair chance to explain but until then he / she requested to show patience and wait for resolved the issue to receive further work. If the claim is founded by the company, the company will no longer use the services of that sub-contractor.

The sub-contractor agrees that he/ she has read and agreed with the driver's manuals and to adhere to all the company's requirements and procedures before commencing the work.