



Passenger Terms and Conditions of Travel

Definitions

- **Ballerions Limited** ("BLTD") is the Private Hire Vehicle Operator ("PHVO") licensed to operate under applicable local licensing authorities. BLTD, as the contractual provider, accepts bookings directly with customers for transportation services ("TS") as per legal requirements.
- **Passenger** ("You/Your"): The individual or corporate entity making a booking and contracting with BLTD.
- **Agent**: A third-party representative making a booking on behalf of the Passenger.

1. General Conditions of Service

1.1 BLTD accepts bookings directly and is solely responsible for the provision of transportation services (TS).

1.2 By accepting a booking, BLTD forms a contract with You for the provision of TS, confirming that all payments are collected by BLTD or its designated driver.

1.3 BLTD reserves the right to cancel bookings, but individual drivers may decline to perform specific journeys.

1.4 Liability for transportation services lies solely with BLTD and is not transferable to any third party.

2. Service Standards

- BLTD aims to provide a safe, reliable, and comfortable transportation experience. Service vehicles will meet the standards expected by Passengers and are selected based on passenger and luggage requirements as specified at booking.

3. Types of Services and Modifications

3.1 **Transfer Rides/Hourly Bookings**: Services are available as transfer rides or hourly bookings. Additional requests may incur extra costs, which will be communicated prior to acceptance.

3.2 For transfer rides, quoted fares apply to specified routes; additional stops or changes to the route may incur extra fees.

3.3 Hourly bookings should typically end near the original pick-up area unless agreed otherwise.

4. Vehicle Selection and Substitutions

4.1 BLTD offers various vehicle types for selection, subject to availability. If required, BLTD may substitute a vehicle with one of a similar or higher class to accommodate specified needs.

5. Safety and Luggage Conditions

5.1 **Luggage and Animals:** Carriage of excess luggage or animals requires prior approval and may incur additional charges. BLTD reserves the right to refuse unapproved luggage or animals.

5.2 **Children:** Safety seat requirements must be specified during booking, including the number and ages of children.

5.3 BLTD may refuse to carry passengers or luggage if deemed unsafe based on vehicle limits.

6. Delays, Cancellations, and No-Shows

6.1 Waiting times due to Passenger delays may incur additional charges in 15-minute increments.

6.2 **Transfer Cancellations:** Cancellations are free if made at least one hour before the scheduled time; otherwise, charges (up to a maximum of half the value of the fare/booking, except airport bookings) may apply.

6.3 **Hourly Bookings Cancellations:** Cancellations within 24 hours may incur charges.

6.4 **No-Shows:** Passengers failing to show up within 15 minutes (or 45 minutes at airports/train stations) are considered no-shows, and charges apply. Airport no-shows will be charged at the full value of the fare/booking.

7. Passenger Conduct

- Passengers are required to adhere to driver instructions and comply with safety laws, including seatbelt use. Any misuse of the vehicle may incur cleaning charges and compensation for business loss. Smoking, food consumption, and alcohol use are regulated as per BLTD's discretion.

8. Payment Terms

- Passengers are responsible for payment either in advance or upon completion. Accepted payment methods include credit card transactions directly through BLTD, the app, or with the driver, unless otherwise arranged. Cash payments are accepted only by prior agreement.

9. Liability

- BLTD holds liability for damages caused by its drivers in the course of providing TS. Liability remains with BLTD and is not transferable to drivers or third parties.

10. Additional Provisions

10.1 **Changes to Terms:** BLTD reserves the right to update terms, which will be made available on the BLTD website.

10.2 Continued use of BLTD services implies acceptance of the updated terms.

11. Data Privacy

For information on how BLTD handles personal data, please refer to BLTD's Privacy Policy, available upon request or on our website.