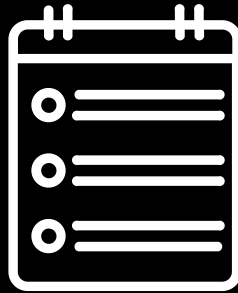




# TAXIQUICK LEGAL DOCUMENT



**DATE OF LAST UPDATE: AUGUST 20, 2024**

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# INTRODUCTION

Welcome to TaxiQuick, your reliable taxi service across London. This document outlines the legal terms and conditions governing the use of our services, as well as our policies regarding privacy, refunds, and more. By using TaxiQuick, you agree to these terms. If you have any questions, please contact us.

LONDON



# TERMS AND CONDITIONS

## SERVICE AGREEMENT

By booking a taxi through TaxiQuick, you agree to enter into a service agreement with our company. This agreement governs the relationship between you (the user) and TaxiQuick and outlines your responsibilities, as well as the services we promise to provide.

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## BOOKING POLICY

TaxiQuick offers a fast and easy way to book taxis through our website or mobile app. All bookings are subject to availability. You will receive a confirmation once your booking is successful. Please ensure that the information you provide is accurate.

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## CANCELLATION POLICY

You may cancel your booking up to 15 minutes before the scheduled pickup time without incurring a fee. Cancellations made within 15 minutes of the pickup time may result in a cancellation charge, depending on the circumstances.

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## PRICING AND PAYMENT

Our pricing is transparent and based on the distance traveled and time taken. Additional charges may apply for waiting times, tolls, and late-night services. Payments can be made through our app using credit/debit cards or mobile payment options. All transactions are securely processed.

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## USER CONDUCT

Users of TaxiQuick are expected to behave respectfully towards our drivers and fellow passengers. Any misconduct may result in the termination of your booking and a ban from using our services in the future. We reserve the right to refuse service to anyone who violates these terms.

# PRIVACY POLICY

## DATA COLLECTION

We collect personal information such as your name, contact details, and payment information when you use our services. This data is necessary for processing bookings and ensuring smooth service delivery.

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## DATA USAGE

Your data is used for managing your bookings, customer support, and marketing purposes (with your consent). We do not sell your data to third parties.

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## DATA SHARING

We may share your data with third-party service providers, such as payment processors and analytics platforms, to improve our services. These partners are obligated to protect your data in compliance with our privacy policies.

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## USER RIGHTS

You have the right to access, correct, or delete your personal data. If you wish to exercise these rights, please contact us at [privacy@taxiquick.com](mailto:privacy@taxiquick.com).

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## DATA SECURITY

TaxiQuick takes data security seriously. We use encryption and other security measures to protect your personal information from unauthorized access.

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## COOKIES

Our website uses cookies to enhance your user experience and collect analytics data. You can manage your cookie preferences through your browser settings.

# REFUND POLICY

## ELIGIBILITY

Refunds are available for bookings canceled in accordance with our Cancellation Policy. Refunds for service issues (e.g., no-show drivers, service disruptions) will be evaluated on a case-by-case basis.

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## PROCESS

To request a refund, please contact our customer support team at [support@taxiquick.com](mailto:support@taxiquick.com) within 48 hours of the issue. Refunds will be processed within 7-10 business days.

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## EXCEPTIONS

Non-refundable charges include cancellation fees for late cancellations, toll charges, and other additional services as outlined in the Pricing and Payment section.

# DISCLAIMER

## SERVICE AVAILABILITY

While we strive to ensure that TaxiQuick is available 24/7, service disruptions may occur due to unforeseen circumstances such as technical issues, traffic, or natural disasters. We will do our best to minimize any inconvenience.

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## ACCURACY OF INFORMATION

We work hard to keep the information on our website and app accurate and up-to-date. However, we cannot guarantee that all information is free from errors. TaxiQuick reserves the right to make changes to its services and pricing at any time without prior notice.

## INTELLECTUAL PROPERTY

All content on the TaxiQuick website and app, including text, images, logos, and software, is the intellectual property of TaxiQuick. Unauthorized use of this content is prohibited. Users may not reproduce, distribute, or use our content without written permission.