

Licensed Operator 1321 Passenger Terms and Conditions

General

Cameo Cars is a trading name of Operator Licence No 1321 Licensed by Transport for London provider of minicab services also trading as Cameo Car Service, Cameo Airport Transfers, Cameo Cars London and Quote Airport.

All private hire drivers registered under operator licence 1321 are self employed and are responsible for their own tax and national insurance. All necessary documentation is checked and confirmed under licensed operator rules. The following terms and conditions will apply when a booking/reservation is made between Cameo Cars the licensed operator 1321 and you the client.

When you make a booking operator 1321 acts as an agent between you and the driver. When your booking is allocated to a driver and is accepted it then becomes subject to the terms and conditions within this document.

Drivers are required to provide proof of their status as a licensed private hire driver providing a full valid UK driving licence, vehicle registration document, Mot (if applicable) hire and reward insurance (fare paying passengers) Private Hire vehicle licence and driver Private Hire badge proving that they have the right to work in the UK.

Licensed private hire vehicles are insured for passenger and third party claims as per current Transport for London regulations, please be advised that personal property including luggage is carried at your own risk. Cameo Cars is not responsible for any damage to personal property.

The driver reserves the right not to transfer any client(s) who is under the influence of alcohol or drugs or whose behaviour is considered to be a threat to the driver or other travelling passengers. If any travelling client is rude or aggressive towards a Cameo Cars agent (your driver) they have the right not to convey you. In the case of a driver being rude or considered unprofessional please contact us where we will follow up the complaint on your behalf and it will be recorded as per operator rules. Any damage caused by you the client to the vehicle allocated whether accidental or meaningful means you will be liable for the cost of repair.

Route travelled is at the drivers discretion allowing for time of day road and weather conditions no additional charge will be made.

VAT

Cameo Cars Operator 1321 is not VAT registered therefore no VAT is payable. The fare quoted is the price you pay subject to any real time variations which you will be advised upon with exception to car park and tolls which are variable and will be an additional cost to your booking.

Fares

Fares are fixed to the current tariff "fixed fares" and are guaranteed at time of booking, upon booking you will be quoted your fare and this will also be confirmed by Email, SMS, or via App (if installed)

Waiting time begins 60 minutes after arrival time at 15 minute segments of £7.50. Meet and Greet is free but a charge for car park is quoted as approx £3.50 (30 minutes) to £7.00 (50 minutes) is in addition to the quoted and accepted fare. If parking is to go over 50 minutes then you will be advised. Bookings are pre-allocated to our drivers and run as a schedule; although ample time is allowed, serious delays arriving and claiming baggage or immigration issues can affect completion of your booking in real time therefore we will do our best to accommodate your delay. As these problems are out of our control therefore we Do Not Accept liability of any delay which may affect your booking.

Holiday Rates

In holiday periods ie Christmas may result in an increase in fares this is to reflect the season and unsociable working. Primarily these dates will be 24th 25th 26th 31st December and 1st January. A fixed surcharge will apply, rates on request.

Booking and Payment

When you make your booking through operator 1321 it is a requirement that a full name, contact telephone number and email address is provided. Every booking made is checked and amended if needed and confirmed by us to you the client by the way of Email, SMS, or direct to our app (if installed). When you make your booking you will need to indicate to us the payment method for your journey. All payments are to be made in pounds sterling (£).

Options available are either cash, payment direct to the operator via invoice or by credit/debit card via the app if registered. All credit cards are subject to a card handling fee of 3%. UK Debit cards have no handling fee Credit/debit card transactions are pre-approved but in the event of the card being declined at the end of the journey then the full amount would be due for immediate payment. All debit/credit card payments are processed using 3D encryption for your security. Please note: As a client you agree not to directly solicit the services of any Cameo Cars drivers

Affiliates

From time to time during busy periods to cover existing pending bookings we may use the services of another licensed operator to fulfill your booking. You will receive notification in the event of this happening.

Cancellations

If you need to cancel your booking we appreciate as much notice as possible and the only charge for a cancellation will be if in the event of being less than 1 hour of pick up or your scheduled airport arrival time. Refunds will be given if over the 1 hour cancellation period less any card fee paid.

Vehicle Type

We will help with advice regarding the best vehicle suitable for your booking taking into consideration amount of passengers travelling and luggage, but ultimately it is your responsibility to select the best vehicle for your needs therefore we don't accept liability if vehicle chosen by you (client) is unsuitable on the day.

Child seats & Special requests

The law requires all children travelling in the front or rear seat of any vehicle must use the correct child car seat until they are either 135 cm in height or 12 years old (either reached first). After this they must use an adult seat belt. There are very few exceptions. It is the driver's responsibility to ensure that children under the age of 14 years are restrained correctly in accordance with the law.

Children under 3 years old

Children aged 3 years and over, until they are either 12 years old or 135 cm tall

Children over 1.35 metres tall, or who are 12 or 13 years old

Passengers Over 14 years old

Exceptions - Minicabs - Private Hire vehicles

If a child car seat is not available in a licensed private hire vehicle the child may travel unrestrained in the rear. This is the only exception for children under 3 years old, however we will do our best to make sure that a child seat is available if your own is not practical to take with you on your journey. If a child car seat is not available, children aged 3 years or older can travel in the rear wearing the adult seat belt.

Any special requirements can be requested but cannot be guaranteed to be fulfilled. We will do our best to help. All private hire operators and drivers are aware of their obligations under the Equality Act 2010.

We always provide (when seat is available) legal child seats if requested but we insist that you the client secure and install before starting your journey.

Privacy Policy

We comply with the principles of the Data Protection Act 1998, the Privacy and Electronic Communications Regulations 2003. We take information about you so to process and complete your booking and your Information will only be shared with other parties that are involved in the fulfillment of your booking. The information we hold may include: Your name Address Phone numbers Email address and any other information necessary for processing and UK Law. We may from time to time contact you regarding offers or information about the service we provide.

Making a booking/reservation with Cameo you agree for us to send promotional offers from time to time you have a right to "opt out" at any time or ask for a copy of the information which we are holding on you. We will delete information or correct any inaccuracies as soon as you make the request.

Client Mobile/Web App terms of use

Privacy and Collection of Information. (a) Transportation Provider Cameo Cars use of the Dispatch Solutions will result in collection of (i) non-public information about any person who registers for, accesses or uses the Transportation Provider's services Cameo Cars in connection with the Dashride Dispatch Solutions (app) the ("Client"), including without limitation, first and last name, email address, home address, current location, destination address, telephone number, usage of Dispatch Solutions (app) and other information that is not otherwise publicly available and (ii) non-personal information about the Client including without limitation IP address, usage statistics, browsing history, type of computer or mobile device operating system you use (e.g., Microsoft Windows or Mac OS), the type of browser you use (e.g., Firefox, Chrome, Internet Explorer), and the domain name of your internet service provider (collectively, "Data"). Transportation Provider Cameo Cars hereby agrees to adopt and abide by a privacy policy that: (a) complies with all applicable laws, rules and regulations (b) clearly and completely discloses to Client the Data collected and the ways in which Transportation Provider Cameo Cars uses and shares such Data, including that the Data is shared with and owned by Dashride Dispatch Solutions and that Dashride may use the Data to: provide and improve Dashride Dispatch Solutions; communicate with Clients via email, text messaging or other offline means; provide Client with general or personalized content about new developments, special events, programs, services, products, attractions, promotions and other important information; monitor and analyze information regarding transportation requests; analyze Client locations, demographics and interests; and share the Data with third-party service providers, contractors, or vendors. A clear and conspicuous link from the Transportation Provider to show their privacy policy it must be displayed on all pages where Data and any other information is collected from Client. Transportation Provider Cameo Cars agrees to: (i) comply with all applicable privacy and data collection laws, rules and regulations related to the collection, use, and disclosure of end user information; (ii) obtain Client's prior consent with respect to the collection of any Client information and Data, as required by all applicable laws, rules and regulations; and (iii) provide Client with an option to opt-out or to opt-in to any collection, use and disclosure of their Client information and Data as required by all applicable law, rules and regulations.

Website terms of use

You agree to use and accept the terms of use relating to this website and any sub domains in relation to Cameo Cars. Do not proceed if you do not agree, Use of this website is protected by our privacy policy, so in the event of using the contact form please be advised that you are required to submit personal details. All correspondence that comes to us via email or other formats will be retained and logged. This website is a showcase presentation offering our services as a Private Hire operator in London providing airport transfers.

Content

You agree not to copy, store, reuse or distribute any material including text, images or logos from within this website unless given written permission by Cameo Cars. By continuing to use this website you are acknowledging that all material including underlying code and software of Cameo Cars, associated affiliates and other third parties is protected by relevant UK and international intellectual property and other laws.

Booking App

When you use the booking app to obtain a quote or make a booking every precaution for your security is in place to detect misuse or spamming, however it is advisable to maintain your own security for your personal hardware used. Any quote obtained through this booking app is an estimate and upon receiving your full booking details will the full cost be disclosed and confirmed including any surcharges for example car park fee.

Other Website links

If applicable any links within this website are not under the control of Cameo Cars or any associated affiliates therefore we have no liability for information contained within.

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