

CITYWIDE (LONDON) LIMITED

These Terms and Conditions apply to private hire and chauffeur services booked with **Citywide (London) Limited** (“Citywide”, “we”, “us” or “our”).

Citywide (London) Limited is a Transport for London licensed private hire operator.

When Citywide accepts a booking, a contract is created between Citywide (London) Limited and the passenger or client for both the acceptance of the booking and the provision of the transportation service.

The chauffeur allocated to a booking carries out the journey on behalf of Citywide. The passenger's contract for the transportation service is with Citywide and not with the individual chauffeur.

By making, authorising or accepting a booking, the client and/or passenger agrees to these Terms and Conditions.

1. Bookings

All private hire journeys must be booked and accepted through Citywide before the journey takes place.

Bookings are subject to availability and confirmation.

Clients must provide accurate booking information, including the passenger's name, contact details, pickup location, destination, requested pickup time and any relevant flight, train or special journey information.

Citywide will maintain booking records in accordance with applicable private hire legislation and TfL requirements.

2. Provision of Transportation Services

Citywide is responsible for accepting the booking and providing the transportation service that is the subject of the booking.

Citywide may allocate an appropriately licensed private hire driver and vehicle to fulfil the journey.

Where permitted by law, Citywide may arrange for another licensed private hire operator to fulfil a booking. Citywide will comply with applicable requirements governing such arrangements.

3. Fares and Charges

The fare may be based on a fixed fare, hourly rate, corporate rate or another rate agreed between Citywide and the client.

Additional charges may apply where appropriate, including:

- Waiting time

- Additional stops
- Changes to the booked journey
- Parking
- Congestion charges
- Tolls
- Airport pickup or drop-off charges
- Other authorised journey-related expenses

Applicable VAT will be charged at the prevailing rate.

Fares are payable to **Citywide (London) Limited**. Where a chauffeur is authorised to collect payment, the chauffeur does so on behalf of Citywide.

4. Waiting Time

Waiting time may be charged at the applicable vehicle, booking or agreed client rate.

For airport, railway station and other scheduled collections, waiting time will be calculated in accordance with the arrangements applicable to the booking.

Passengers should notify Citywide as soon as reasonably possible if they become aware of a significant delay.

5. Changes to a Booking

Requests to change a pickup time, destination, add additional stops, change passenger numbers or alter other material booking requirements must be communicated to Citywide.

Changes are subject to availability and may result in an adjustment to the fare.

Passengers should not make separate private arrangements with the chauffeur that materially alter the Citywide booking without notifying Citywide.

6. Cancellations

Passengers and clients may request cancellation of a booking by contacting Citywide.

Any cancellation is subject to confirmation by Citywide.

Cancellation charges may apply depending on the amount of notice given, the service or vehicle booked, any agreed corporate terms and costs already reasonably incurred in connection with the booking.

Where specific cancellation terms have been agreed with a corporate or account client, those agreed terms will apply.

7. No-Shows

Where a passenger does not attend the agreed pickup location and cannot be contacted after a reasonable waiting period, Citywide may treat the booking as a no-show.

The client may be charged the applicable fare together with waiting time, parking, tolls or other reasonable costs incurred.

8. Airport and Station Collections

Clients are responsible for supplying accurate flight, train and arrival information.

Where flight or train monitoring forms part of the service, Citywide will make reasonable efforts to monitor the relevant arrival information.

Passengers should notify Citywide of significant changes to their travel arrangements.

Waiting time, parking, airport and other applicable charges may be added to the booking.

9. Delays and Journey Times

Citywide will provide its transportation services with reasonable care and skill and will make reasonable efforts to meet the agreed pickup time.

Journey times cannot be guaranteed where delays result from circumstances outside Citywide's reasonable control, including traffic congestion, accidents, road closures, severe weather, public events or other unexpected disruption.

Passengers should allow sufficient travelling time, particularly for airports, railway stations, appointments and events.

10. Disabled Passengers and Assistance Dogs

Citywide is committed to providing an accessible and non-discriminatory private hire service.

Passengers should advise Citywide of any particular assistance requirements when making a booking where reasonably possible.

Disabled passengers accompanied by an assistance dog will be accepted in accordance with applicable legal requirements, and **no additional charge will be made for carrying an assistance dog.**

Citywide and its chauffeurs will comply with applicable duties under the Equality Act 2010.

11. Passenger Conduct

Passengers must behave reasonably and must not endanger, threaten, abuse or cause unreasonable disturbance to the chauffeur or other passengers.

Smoking and vaping are not permitted in private hire vehicles.

Citywide may take appropriate action where passenger behaviour presents a genuine safety risk or involves threatening, abusive, discriminatory, unlawful or seriously inappropriate conduct.

12. Damage and Excessive Cleaning

The client or passenger may be responsible for reasonable cleaning, repair or replacement costs resulting from damage or excessive soiling caused by the passenger or members of their party.

Any such charge will be reasonably assessed according to the circumstances.

13. Luggage and Lost Property

Passengers are responsible for collecting their luggage and personal belongings when leaving the vehicle.

Where property is found in a vehicle, it will be dealt with in accordance with Citywide's lost-property procedures and applicable requirements.

Citywide will make reasonable efforts to return identifiable lost property to its owner.

14. Payment and Corporate Accounts

Payment must be made using the payment method agreed with Citywide.

Approved corporate and account clients will be invoiced in accordance with their agreed payment terms.

Invoices may include authorised additional charges incurred in providing the transportation service, including waiting time, parking, tolls, congestion charges and airport charges.

15. Data Protection and Privacy

Personal information supplied in connection with bookings will be processed for legitimate business and operational purposes, including arranging and completing journeys, communicating with passengers and clients, processing payments and invoices, investigating complaints and meeting legal and regulatory obligations.

Personal information will be handled in accordance with applicable UK data protection legislation and Citywide's Privacy Policy.

16. Complaints

Citywide is responsible for handling complaints concerning bookings and transportation services provided through Citywide.

Passengers and clients who are dissatisfied with any aspect of the service should contact Citywide as soon as reasonably possible.

Please provide the booking reference, journey details and sufficient information to allow the matter to be investigated.

17. Citywide's Responsibility and Liability

Citywide is responsible for the provision of the transportation services that are the subject of bookings accepted by Citywide.

Citywide does not seek through these Terms and Conditions to transfer its statutory responsibilities as a licensed private hire operator to its chauffeurs or any other person.

Nothing in these Terms and Conditions excludes or restricts liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence.

18. Governing Law

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

19. Contact Citywide

Citywide (London) Limited

1st Floor, 49 Skylines Business Village
Lime Harbour
London
E14 9TS

Telephone: 0207 474 4828

Email: info@citywidelondon.co.uk

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