

TERMS & CONDITIONS

1. The following terms and conditions apply when you use our booking service for a journey using a taxi/private-hire vehicle. The booking service is provided to you by one of our brands as listed below and your journey will be provided by a sub-contractor driver-partner:
 - A2B Radio Cars Limited
 - Dragon Taxis Limited
 - Pennock & Ivory Limited (t/a Amber Cars)
 - V Cars Limited
 - Veezu Limited (t/a Dragon Taxis Newport & Dragon Taxis Bridgend)
2. Our brands listed above are all licensed private-hire operators within their local licensing authority.
3. These terms apply when you use our booking services via our:
 - Consumer Booking App(s)
 - Phone Number(s)
 - Website(s)
 - Dedicated Taxi Bell device(s)
4. All journeys to a Railway, Bus or Coach Station must be booked for pickup at least 1 hour before departure in order to minimise any risk of losing the connection for onward travel. Please note that we do not accept any liability for late arrivals nor any losses arising as a result of your journey taking longer than anticipated.
5. All journeys to Airports for flights must be booked for arrival at least one hour before your allocated check-in time. Please note that we do not accept any liability for late arrivals nor any losses arising as a result of your journey taking longer than anticipated.
6. Any time estimates given to you at the time of making your booking are estimates only.
7. The fare payable by you for your journey shall be calculated according to the applicable tariff at that time. Additional costs may be payable by you where your journey involves car park charges, tolls etc.
8. If you require any adjustments to your travel due to a protected characteristic (e.g. disability), please provide any relevant information to us when making your booking.
9. Any promotional offer/gift is only valid for use against future journeys booked via the App booking service we provide and paid for by a pre-registered credit card. Such offers are non-refundable and non-transferable and must be used within the specified time period and according to any other conditions attached to the offer as specified at the time of issue.
10. Any lost property found by driver-partners may be returned to our registered office and will be retained for 3 months after which it shall be disposed of. We do not accept any liability for the loss or destruction of any such property.
11. If you have any comments or complaints about the service we have provided, please contact the office, by phone, text or by the form on the website(s).
12. All telephone calls are recorded for monitoring and training purposes.
13. These terms and conditions do not remove or affect your statutory rights. Our privacy policy is available on our website(s). Thank you for using our service, have an 'amazing journey'.