



# Britway Airport Transfer

## **DRIVER RECRUITMENT – TERMS & CONDITIONS**

### **APPEARANCE/DRESS CODE**

While representing our company the driver must ensure to wear a clean plain colour / white shirt with a tie. Dark colour trousers and black shoes must be worn. Short hair and clean shave will be appreciated.

### **DAYS OFF/CHANGE TO WORKING SCHEDULE**

The driver should inform the company if he needs to change timings/days off by 14:00 the day before. If no timings have been given, the driver is to work during their fixed timings provided when joining.

If a driver is to reject a job within the given time, he is to be charged £25.00 for each rejected jobs. Drivers must inform the office of any extended leave at least 48 hours in advance.

### **CONFIRMING YOUR WORK SCHEDULE**

Allocation of jobs for the next working day starts at 15:00PM. Work schedules are then send out to you between 19:00PM and 21:00PM. All jobs will be sent to your PDA/Smart Phone and you must login into the Driver App to have all jobs confirmed by 21:00PM on the day it is received.

If you are working or with a passenger at this time, you will be required to call the control office to confirm these jobs verbally.

Please note that we do also receive bookings on the day and these jobs will be allocated to you if its within your working pattern. Therefore, once you have completed your allocated work schedule, please check with the control office before logging out in case there is any further work.

A successfully completed job comprises of both being on time for the collection and completing the journey without complaint from the passenger.

Your working pattern will be noted and therefore we expect you to be available within these hours.

If you are unable to complete/ confirm a particular job, please speak to the control office.

## DEPOSIT

A security Deposit of £150.00 is taken from the driver when joining the company. Should there be any final charges, this will be deducted from the deposit and remainder will be put back in to the driver's account within 3-4 weeks after leaving the company.

## PRICING STRUCTURE

We charge a 20% commission on all jobs completed by you after deductions. Any amount owed by us to you will be settled by way of a BACS Transfer to your designated bank account.

All prices displayed on your PDA/Smart Phone will include any booking and transaction fees. In order to calculate your earnings from a particular job, you must factor in the deductions before applying our 20% commission.

All our fares are fixed and agreed upon with the passengers beforehand. However, if the passenger requests a diversion or a change to the drop-off location mentioned in the job description, you must notify the control office immediately.

If you experience any additional waiting times or notice that the passenger has ordered an incorrect vehicle type, again please notify the control office immediately. In most instances, any change to the pre-booked journey will result in a change of fare.

## DOCUMENTATION/PUBLIC CARRIAGE OFFICE REGULATIONS

The driver should be aware of the Public Carriage Office Regulations in respect of the Private Hire and work accordingly.

Upon request by our company the driver should produce an up to date DVLA Driver License, PCO Driver License, PCO Vehicle License, MOT (6 Months), Valid Insurance Certificate and other relevant documents.

The company reserve the right to request to see the original documents at any time.

## AIRPORT/FERRY/CRUISE PORTS

**Drivers must park the vehicle and be inside the terminal, holding up a name board for the passenger at the time requested by the passenger.**

The driver should check the job details for the flight details and monitor the flight for landing time. After the flight has landed the driver MUST enter the airport 30 minutes after the landing time, unless the booking states a quick exit (15 mins after landing) or a delayed exit (time mentioned on booking).

**Drivers MUST meet passenger at our designated meeting points of the arrivals inside the terminal.**

The driver should have the passenger's name clearly written in the name board which is provided by the company.

The driver should stand by the airport meeting points as specified by Britway, until the passenger arrives.

The passengers are charged £5.00 for airport pick-ups to cover 30 minutes of waiting inside the terminal.

For all airport pick-ups, car parking is an additional cost. The Journey fare quoted does not include your parking ticket charges.

## MEET AND GREET

The driver should greet the customer / passengers upon arrival by way of saying good morning / good afternoon or good evening. Be polite courteous and maintain calm at all times.

#### **NAMEBOARD**

For All Meet and Greet services, please use the name board provided by the company to write the passenger's name while you wait. Make sure to use a washable marker so that this can be wiped away once the passenger has been picked up and reused for the next passenger.

#### **PRIVATE ADDRESSES/HOTELS/OFFICES**

The driver should arrive at the pickup point at least 15 minutes before the pickup time and report to the customer.

#### **HELPING PASSENGERS**

The driver should help the passengers to load and unload any luggage.

#### **PROVISION OF CHILD SEATS**

The driver should check the job Details and ensure that suitable child seat is available for the transfer.

Should a driver fail to take with him/her a proper child/infant seat he or she will be fully liable for the cost of replacement vehicle which would possibly have such seat.

#### **PAID JOBS**

All Account, Prepaid, Debit and Credit Card Jobs will be clearly marked in the job details and driver should keep their own records.

#### **PAYMENT**

Payments are made on the 20th and 5th of the following month.

The driver must complete a minimum 2 weeks of work with us to receive first payment schedule.

#### **RECEIPTS**

The driver should only issue receipts to the passengers for that particular journey ONLY if requested by the passenger.

#### **CUSTOMER COMPLAINTS**

If a customer makes a complaint, the driver will be asked to complete a complaints form and forward it to us within 24 hours of the request.

The company management will assess the complaint and inform the driver and the customer of its outcome. If the company has to make Compensation to the customer as a direct result of the driver's fault, the driver will be fully liable for the cost which will become payable to the company immediately.

If a serious complaint is made by the customer with regard to the driver's conduct, or vehicle or any other matter we will inform the Public Carriage Office in order to protect our company and to protect the customers.

### **FAILED PICK-UP**

When the company allocates a job to the driver and it's confirmed by the driver the driver must complete the job in the manner specified. If the driver fails to turn up for a confirmed booking, the company will be taking all reasonable steps to cover the job and any additional cost of which will be payable by the driver. This may be up to 150% of the original agreed price on the job or full black cab cost incurred.

### **LATE PICK-UP**

If a driver runs late for a job then the driver will be charged a penalty of minimum £15.00. Should the driver be late for the next job due to any issues caused by the first job, the control office must be informed at the earliest convenience.

### **THE UNEXPECTED**

All drivers must inform the office as soon as possible should any unexpected happens in order to cover the job by another driver. At least two hours prior to the job pickup time. (This will not apply to the driver running late and this will only apply to an accident or emergencies only)

### **RADIO and A/C**

The driver may turn on the radio at a moderate volume level while passengers are on board. If the passengers request it to be turned off the driver should do so. Air condition is a must especially during summer periods. The driver will be permanently closed if any passenger complains about having no Air conditioning in the vehicle.

### **MOBILE PHONES**

All drivers must carry a mobile phone and a blue tooth connection head set while working. Any calls from the office must be answered at once while on shift. The driver should avoid taking private calls while passengers are on board.

### **CUSTOMER DISPUTES**

At any given time, the driver must not engage in any arguments with passengers. Any concerns should be directed to the company and our trained controller or supervisor will deal with it in an appropriate manner.

### **NO-SHOW**

All bookings are accepted from passengers by the company in good faith that they are all genuine. Whilst all reasonable steps are taken to ensure that they are genuine, some still turn out to be no pickups. We will however pay the driver up to 40% of the job price if the job is prepaid by a credit card or is an account job. Unfortunately, for cash bookings the company accepts no liability for such bookings.

### **TAX AND NATIONAL INSURANCE**

All drivers are self-employed and are responsible for their own tax returns and NI contributions. The driver should ensure that they inform Inland Revenue to declare their income and expenditure.

## GENERAL DATA PROTECTION REGULATIONS

Many of you will be aware of the new General Data Protection Regulations (GDPR) that came into effect on the 25th of May 2018. In light of these new regulations, we have made some updates to our Privacy Policy.

Our Privacy Policy will outline how we collect, use and store your personal information.

Furthermore, Britway Airport Transfer Limited takes your privacy very seriously and therefore, we do not sell or share your details to any third parties.

However, there are certain exceptions to this given the industry that we work in and these are explained below:

- Customers will be provided with your name, photo and PCO licence number as part of TfL/PCO regulations along with your phone number for that journey.

- Transport for London will be provided with both your details and the details of your vehicle on a weekly basis, again as part of the TfL/PCO regulations we must adhere by.

Britway Airport Transfer Limited will need your consent, to communicate with you. Please note that without your consent, we will be unable to provide the following services:

- Periodic Payment Summaries by E-mail
- Waiting charges/parking charges/toll charges reimbursement
- TfL/Passenger Complaint resolution

## DECLARATION

I \_\_\_\_\_ have read and fully understand the contents of terms and conditions (including the GDPR) hereof and accept airport taxi transfer work as a self-employed driver for Britway Airport Transfer Limited.

Print Name:

Signature:

Date:

## Interviewed by

Signature:

Date: