

Dawa Exec Ltd Cancellation Policy

Version 1.1

Effective Date: 1 July 2026

1. Introduction

At Dawa Exec Ltd, we understand that travel plans can change unexpectedly.

This Cancellation Policy explains how refunds and cancellation charges are applied to bookings made with Dawa Exec Ltd. It should be read together with our Passenger Booking Contract and forms part of the terms upon which we provide our private hire and chauffeur services.

Unless otherwise agreed in writing, all refunds will be processed using the original payment method wherever reasonably practicable.

2. Standard Pre-Booked Journeys

For standard pre-booked journeys (excluding airport transfers, hourly hire and ASAP bookings):

- **Cancellation one (1) hour or more before the scheduled pickup time: Full refund.**
 - **Cancellation less than one (1) hour before the scheduled pickup time: 50% of the total booking fare will be refunded, with the remaining 50% retained by Dawa Exec Ltd.**
 - **Failure to attend the agreed pickup location within the complimentary waiting period: The booking will be treated as a no-show and no refund will be payable.**
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3. Airport Arrival Bookings

Airport arrival bookings include **ninety (90) minutes complimentary waiting time** from the recorded flight landing time.

Where a Passenger cancels:

- **Two (2) hours or more before the scheduled flight landing time: Full refund.**
- **Less than two (2) hours before the scheduled flight landing time: 50% of the total booking fare will be refunded, with the remaining 50% retained by Dawa Exec Ltd.**

Where the Passenger fails to attend the agreed collection point within the complimentary waiting period, the booking will be treated as a **no-show** and **no refund will be payable.**

4. Airport Departure Bookings

Where a Passenger cancels:

- **One (1) hour or more before the scheduled pickup time: Full refund.**
- **Less than one (1) hour before the scheduled pickup time: 50% of the total booking fare will be refunded, with the remaining 50% retained by Dawa Exec Ltd.**

Where the Passenger fails to attend the agreed pickup location within the applicable waiting period, the booking will be treated as a **no-show** and **no refund will be payable.**

5. Hourly Chauffeur Hire

Where a Passenger cancels an hourly hire booking:

- **Eight (8) hours or more before the scheduled commencement time: Full refund.**
- **Less than eight (8) hours but at least two (2) hours before the scheduled commencement time: A £50 cancellation charge will apply, with the balance refunded.**
- **Less than two (2) hours before the scheduled commencement time: The first two (2) booked hours remain payable in full, with any additional booked hours refunded.**

Hourly Hire No-Show

If a Passenger fails to attend the agreed collection point:

- The **first two (2) booked hours** constitute the **minimum committed hire period** and remain payable in full.
- Where the booking exceeds two (2) hours, the value of any unused booked hours beyond the initial two-hour committed hire period will be refunded.
- For bookings of **two (2) hours or less, no refund will be payable.**

The hourly hire period commences at the agreed booking start time unless otherwise agreed in writing by Dawa Exec Ltd.

6. ASAP and Immediate Bookings

An ASAP booking is one requested for immediate dispatch or for travel commencing as soon as a suitable driver becomes available.

Payment in full is required before a driver is allocated.

Where a Passenger cancels:

- **Within five (5) minutes of driver allocation:** The booking fare will be refunded less a **£12 administration and dispatch charge.**
 - **More than five (5) minutes after driver allocation but before the driver's arrival at the agreed pickup location: 50% of the total booking fare will be refunded,** with the remaining 50% retained by Dawa Exec Ltd.
 - **After the driver has arrived at the agreed pickup location, or where the Passenger fails to attend:** The booking will be treated as a **no-show** and **no refund will be payable.**
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7. Waiting Time

Unless otherwise agreed:

- Standard collections include **fifteen (15) minutes complimentary waiting time.**

- Airport arrival bookings include **ninety (90) minutes complimentary waiting time** from the recorded flight landing time.

After expiry of the complimentary waiting period, waiting time will be charged at:

£2.50 per commenced 10-minute period.

8. Refund Processing

Where a refund is due, Dawa Exec Ltd will normally process the refund within **seven (7) business days** using the original payment method wherever reasonably practicable.

Actual processing times may vary depending upon the payment provider, card issuer or financial institution and are outside the control of Dawa Exec Ltd.

Where exceptional circumstances arise, Dawa Exec Ltd will use reasonable efforts to keep the Passenger informed of any material delay.

9. Amendments to Bookings

Passengers wishing to amend a booking rather than cancel it should contact Dawa Exec Ltd as soon as reasonably practicable.

Although every effort will be made to accommodate requested changes, amendments remain subject to operational feasibility, driver availability and any additional charges that may apply.

10. Contact Information

Dawa Exec Ltd

Company Number: 17265271

Registered Office: 4 Forbes Street, London, E1 1PF, United Kingdom

Telephone: +44 (0)20 3679 1998

24/7 Booking, Journey & Customer Support: +44 (0)7417 514014

Email: **info@dawaexec.com**

Website: **https://dawaexec.com**

ICO Registration Number: **ZC168060**

11. Related Documents

This Cancellation Policy should be read together with:

- Passenger Booking Contract
- Privacy Policy
- Cookie Policy
- Terms & Conditions