

Dawa Exec Ltd

Passenger Booking Contract

Version 1.1

Effective Date: 1 July 2026

Company 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

Purpose of this Contract

This Passenger Booking Contract (“Contract”) sets out the terms and conditions upon which **Dawa Exec Ltd** (“the Operator”) accepts and provides private hire and chauffeur services to passengers.

Upon acceptance of a booking by the Operator, a legally binding contract is formed between **Dawa Exec Ltd** and the Passenger.

Dawa Exec Ltd accepts bookings **as principal** and is responsible for arranging and providing the booked private hire service.

Any driver or subcontracted operator assigned to fulfil a booking acts on behalf of Dawa Exec Ltd and is not a party to the contract formed between Dawa Exec Ltd and the Passenger.

This Contract applies to all bookings accepted by Dawa Exec Ltd, whether made through the company website, telephone, email, SMS, WhatsApp, online booking systems, mobile applications or any other authorised booking method.

Contents

1. Parties to the Contract
2. Dawa Exec Ltd as Principal
3. Booking Requests and Acceptance
4. Services Provided
5. Passenger Responsibilities
6. Vehicles and Drivers
7. Airport Transfers and Meet & Greet
8. Waiting Time
9. Payments, Cancellations and Journey Amendments
10. Passenger Conduct
11. Food and Drink
12. Passenger Numbers
13. Seat Belts and Accessibility
14. Pets and Assistance Animals
15. Luggage
16. Lost Property
17. Vehicle Damage and Cleaning Charges
18. Delays and Events Beyond Our Reasonable Control
19. Subcontracting
20. Limitation of Liability
21. Data Protection
22. Complaints Procedure
23. Amendments
24. Governing Law
25. Regulatory Declaration
26. Contact Information

1. Parties to the Contract

This Passenger Booking Contract (“Contract”) is entered into between **Dawa Exec Ltd** (“the Operator”), Company Number **17265271**, and the Passenger.

Upon acceptance of a booking by the Operator, a legally binding contract is formed solely between the Operator and the Passenger.

No contract exists between the Passenger and any driver, chauffeur or subcontracted operator assigned to carry out the booking.

2. Dawa Exec Ltd as Principal

The Operator accepts all bookings as principal.

The Operator contracts directly with the Passenger and accepts responsibility for arranging and providing the booked private hire or chauffeur service.

Any driver or chauffeur assigned to a booking acts solely on behalf of the Operator and does not enter into a separate contract with the Passenger.

Where permitted by law, the Operator may appoint employed drivers, self-employed drivers or subcontract another licensed private hire operator to fulfil a booking while remaining responsible for its contractual obligations to the Passenger.

3. Booking Requests and Acceptance

A request for a quotation or booking does not constitute acceptance by the Operator.

A booking shall only be deemed accepted when the Operator issues a booking confirmation by email, SMS, WhatsApp, telephone or another authorised communication method.

Upon acceptance, a legally binding contract is formed between the Operator and the Passenger.

The Operator reserves the right to decline any booking request before acceptance without providing a reason.

By requesting a quotation or making a booking request, the Passenger confirms that they have been given the opportunity to review this Passenger Booking Contract, the Cancellation Policy, the Privacy Policy and the Cookie Policy and agrees to be bound by the applicable terms once a booking is accepted.

4. Services Provided

The Operator provides professional private hire and chauffeur services including, but not limited to:

- Airport Transfers.
- Executive Chauffeur Services.
- Corporate Travel.
- Business Travel.
- Local Journeys.
- Long Distance Travel.
- Hourly Chauffeur Hire.
- School Transport Services.
- Event Transportation.
- Custom Private Hire Services.

All services remain subject to vehicle and driver availability.

The Operator reserves the right to refuse any booking that cannot reasonably or lawfully be fulfilled.

5. Passenger Responsibilities

Passengers are responsible for providing complete, accurate and up-to-date information when requesting a quotation or making a booking.

This includes, where applicable:

- Full name.
- Contact telephone number.
- Email address.
- Collection address.
- Destination address.
- Flight number and relevant flight details.
- Number of passengers.
- Luggage requirements.
- Child seat requirements.
- Accessibility or mobility requirements.
- Pet transport requirements.
- Any other information reasonably required to provide the requested service.

Passengers are responsible for allowing sufficient time for their intended journey.

Any costs, delays or additional charges arising from inaccurate, incomplete or late information supplied by the Passenger may be payable by the Passenger.

Passengers should notify the Operator as soon as reasonably practicable of any changes to their booking details.

6. Vehicles and Drivers

The Operator shall provide an appropriately licensed private hire vehicle together with a suitably licensed and authorised driver.

Vehicle photographs displayed on the Operator's website, advertising material or social media channels are representative only and specific makes, models, colours or specifications cannot be guaranteed unless expressly agreed in writing.

Where operationally necessary, the Operator reserves the right to substitute an equivalent or higher-category vehicle without additional charge to the Passenger.

All drivers supplied by or on behalf of the Operator are expected to conduct themselves professionally and comply with all applicable licensing requirements and road traffic legislation.

Nothing within this Contract shall create any contractual relationship between the Passenger and any driver, chauffeur or subcontracted operator assigned to perform the booking.

7. Airport Transfers and Meet & Greet

Passengers must attend the collection point specified within their booking confirmation.

Airport collections may take place from designated private hire collection areas, short stay car parks, terminal collection points or any other airport-authorized location.

Unless expressly confirmed by the Operator, **Meet & Greet services are not included** within a standard airport transfer booking and may be subject to an additional charge.

Where flight details are supplied by the Passenger, the Operator may monitor publicly available flight information to assist with collection arrangements.

Flight monitoring is provided as a courtesy only and does not constitute a guarantee that delays, cancellations, diversions or schedule changes will be identified.

Passengers remain responsible for informing the Operator as soon as reasonably practicable of any changes to their flight details.

The Operator shall not be responsible for delays or additional costs arising from inaccurate or incomplete flight information supplied by the Passenger.

8. Waiting Time

Unless otherwise agreed in writing:

- Standard pre-booked collections include **fifteen (15) minutes complimentary waiting time** from the scheduled pickup time.
- Airport arrival bookings include **ninety (90) minutes complimentary waiting time** commencing from the recorded flight landing time.

The Operator recognises that immigration processing, baggage reclaim, customs procedures and airport congestion may vary, and the complimentary waiting period is intended to provide Passengers with reasonable flexibility following arrival.

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

£2.50 per commenced 10-minute period

or such other amount as may have been agreed in writing before the booking was accepted.

Waiting time charges apply irrespective of vehicle category.

Where a Passenger cannot be contacted or fails to present themselves within the applicable complimentary waiting period, the booking may be treated as a no-show in accordance with this Contract.

The Operator may communicate booking confirmations, quotations, invoices, receipts, amendments, cancellations and driver information by email, SMS, WhatsApp or any other authorised communication method.

9. Payments, Cancellations and Journey Amendments

9.1 General Payment Terms

Unless otherwise agreed in writing, **payment in full is required before the commencement of the booked journey.**

Payment shall be deemed received only when cleared funds have been received by the Operator.

For bookings requested at short notice or requiring immediate dispatch, payment must be received before a driver is allocated.

Unless expressly stated otherwise, all quotations issued by the Operator include Value Added Tax (VAT), where applicable.

Quotations are based upon the information supplied by the Passenger at the time they are issued.

The Operator reserves the right to amend a quotation where the Passenger changes the pickup location, destination, route, waiting time, number of passengers, luggage requirements or any other material aspect of the booking.

Unless otherwise stated, quotations remain valid for **thirty (30) days** from the date of issue.

9.2 Airport Transfer Cancellations

Airport Arrivals

Where a Passenger cancels an airport arrival booking:

- **Two (2) hours or more** before the scheduled flight landing time – a **full refund** shall be issued.
- **Less than two (2) hours** before the scheduled flight landing time – **fifty per cent (50%) of the total booking fare shall be refunded**, with the remaining fifty per cent (50%) retained by the Operator.

Where the Passenger fails to attend the agreed collection point within the applicable ninety (90) minute complimentary waiting period, the booking shall be treated as a **no-show** and **no refund shall be payable.**

Airport Departures

Where a Passenger cancels an airport departure booking:

- **One (1) hour or more** before the scheduled pickup time – a **full refund** shall be issued.

- **Less than one (1) hour** before the scheduled pickup time – **fifty per cent (50%) of the total booking fare shall be refunded**, with the remaining fifty per cent (50%) retained by the Operator.

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

9.3 Standard Pre-Booked Journeys

Where a Passenger cancels a standard pre-booked journey:

- **One (1) hour or more** before the scheduled pickup time – a **full refund** shall be issued.

- **Less than one (1) hour** before the scheduled pickup time – **fifty per cent (50%) of the total booking fare shall be refunded**, with the remaining fifty per cent (50%) retained by the Operator.

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

9.4 Hourly Chauffeur Hire

Hourly hire bookings are charged according to the minimum period reserved and confirmed at the time of booking.

Payment in full shall be made before commencement of the booking unless otherwise agreed in writing by the Operator.

Where the Passenger requests an extension to the booking, the Operator shall use reasonable efforts to accommodate the request, subject to driver availability.

Any approved additional time shall be charged at the agreed hourly rate applicable to the booking.

Where a Passenger cancels an hourly hire booking:

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

The hourly hire period shall commence at the agreed booking start time stated within the booking confirmation unless otherwise agreed in writing by the Operator.

Where the Passenger arrives after the agreed booking start time and the booking proceeds, the hire period shall continue to run from the original scheduled commencement time unless the Operator expressly agrees otherwise.

9.5 Hourly Hire Passenger No-Show

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

For hourly hire bookings, the **first two (2) hours** of the agreed booking period shall constitute the **minimum committed hire period** and shall remain payable in full.

Where the total booking exceeds two (2) hours, the Operator shall refund the value of any unused booked hours beyond the initial two-hour committed hire period.

For bookings of **two (2) hours or less, no refund shall be payable** in the event of a no-show.

9.6 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 the Passenger cancels an ASAP booking:

- **Within five (5) minutes of driver allocation** – the booking fare shall 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** – **fifty per cent (50%) of the total booking fare shall be refunded**, with the remaining fifty per cent (50%) retained by the Operator.
 - **After the driver has arrived at the agreed pickup location, or where the Passenger fails to attend the pickup location** – the booking shall be treated as a **no-show** and **no refund shall be payable**.
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9.7 Destination Changes and Additional Stops

Passengers may request destination changes or additional stops before or during the journey.

Acceptance of such requests remains at the Operator's discretion and is subject to operational feasibility and driver availability.

Where approved, additional mileage shall be charged at:

£3.50 per mile

together with any applicable waiting time charges, parking charges, airport charges, tolls, congestion charges, Ultra Low Emission Zone charges or other reasonable costs incurred in completing the amended journey.

The Operator shall, where reasonably practicable, advise the Passenger of any additional charges before continuing with the amended journey.

9.8 Outstanding Payments

Where payment has not been received by the agreed due date, the Operator reserves the right to decline, suspend or cancel the booking.

Failure or refusal to make payment may result in refusal to commence the journey or termination of the journey at a safe and lawful location.

The Operator reserves the right to recover any outstanding sums through lawful means and may refuse future bookings where previous payment obligations have not been met.

10. Passenger Conduct

Passengers shall behave in a safe, respectful and lawful manner at all times.

The Operator reserves the right to refuse or terminate a journey where a Passenger:

- Is abusive, threatening or violent.
- Appears to be under the influence of alcohol or drugs to such an extent that safety may be compromised.
- Causes or is likely to cause damage to the vehicle.
- Creates a risk to the driver, other passengers or members of the public.
- Commits or attempts to commit an unlawful act.
- Refuses to comply with reasonable instructions given by the driver in relation to safety or the performance of the booking.

Where a journey is refused or terminated for these reasons, no refund shall be payable.

11. Food and Drink

Food and drink should not be consumed within the vehicle unless expressly permitted by the driver.

Passengers remain responsible for any spillages, staining, damage or cleaning costs arising from food or drink brought into the vehicle.

12. Passenger Numbers

The number of passengers travelling must not exceed the legal seating capacity of the assigned vehicle.

The Operator reserves the right to refuse carriage where the number of passengers exceeds the lawful or safe carrying capacity of the vehicle.

13. Seat Belts and Accessibility

Passengers must wear seat belts where required by law.

Passengers requiring child seats or reasonable accessibility arrangements should notify the Operator at the time of booking.

The Operator shall use reasonable efforts to accommodate such requests but cannot guarantee availability unless expressly confirmed.

14. Pets and Assistance Animals

Passengers wishing to travel with pets must notify the Operator at the time of booking.

The Operator shall use reasonable efforts to allocate a suitable driver.

Registered assistance dogs and other legally recognised assistance animals shall be carried in accordance with applicable legislation.

Passengers remain responsible for any damage or excessive cleaning required as a result of transporting non-assistance animals.

15. Luggage

Passengers are responsible for accurately declaring luggage requirements when making a booking.

The Operator reserves the right to refuse luggage which cannot be carried safely or which exceeds the available capacity of the assigned vehicle.

The Operator accepts no responsibility for items left unattended or for loss or damage unless caused by its negligence.

16. Lost Property

Passengers remain responsible for their personal belongings at all times.

Where property is found, the Operator shall use reasonable efforts to notify the Passenger and facilitate its return.

Any delivery, postage, courier or other reasonable costs associated with returning lost property shall be payable by the Passenger.

The Operator accepts no liability for property lost, stolen or damaged unless caused by its negligence.

17. Vehicle Damage and Cleaning Charges

Smoking, vaping and the use of electronic cigarettes are strictly prohibited in any vehicle used to provide services on behalf of the Operator.

Passengers shall be responsible for any damage, excessive soiling or contamination caused to the vehicle.

Where additional cleaning is required beyond normal use, a cleaning charge of **£80** shall be payable.

Where vomiting or excessive contamination requires specialist cleaning or valet services, an additional **£25 valet charge** shall be payable in addition to the cleaning charge.

Where actual losses reasonably exceed these amounts, the Operator reserves the right to recover those additional costs.

18. Delays and Events Beyond Our Reasonable Control

The Operator shall not be liable for delays caused by circumstances beyond its reasonable control, including but not limited to:

- Traffic congestion.
- Road closures.
- Accidents.
- Severe weather.
- Airport disruption.
- Security incidents.
- Public events.
- Vehicle breakdowns.
- Government restrictions.

Where reasonably practicable, the Operator shall use reasonable efforts to minimise disruption and provide suitable alternatives.

The Operator shall not be liable for consequential or indirect losses arising from such circumstances.

19. Subcontracting

Where permitted by law, the Operator may subcontract all or part of a booking to another licensed private hire operator.

The Passenger acknowledges that this may include the sharing of information reasonably necessary to perform the booking.

The contractual relationship shall remain between Dawa Exec Ltd and the Passenger unless otherwise agreed in writing.

20. Limitation of Liability

Nothing within this Contract excludes or limits liability where such exclusion or limitation would be unlawful.

Subject to applicable law, the Operator's total liability arising from any booking shall not exceed the total amount paid by the Passenger for that booking.

Nothing in this Contract affects any statutory rights available to consumers.

21. Data Protection

The Operator shall process personal information in accordance with applicable UK data protection legislation.

Further information regarding the collection, use, storage and protection of personal information is contained within the Dawa Exec Ltd Privacy Policy.

22. Complaints Procedure

The Operator is committed to maintaining high standards of customer service.

Passengers wishing to make a complaint should do so as soon as reasonably practicable after the relevant event.

Complaints may be submitted:

- Through the contact form available on the Dawa Exec Ltd website.
- By email to **info@dawaexec.com**.
- By telephone using the published company contact numbers.
- In writing to the Operator's registered office.

Complaints shall be investigated and responded to within a reasonable period.

23. Amendments

The Operator reserves the right to amend or update this Passenger Booking Contract from time to time.

The version in force on the date a booking is accepted shall apply to that booking.

24. Governing Law

This Contract shall be governed by and construed in accordance with the laws of England and Wales.

Any dispute arising from this Contract shall be subject to the exclusive jurisdiction of the courts of England and Wales.

25. Regulatory Declaration

Dawa Exec Ltd confirms that:

- It accepts bookings directly from Passengers.
- It contracts with Passengers as principal.
- It is responsible for arranging and providing the booked private hire service.
- Drivers and subcontracted operators perform journeys on behalf of Dawa Exec Ltd and do not contract directly with Passengers.

This Contract is intended to satisfy the requirements of Regulation 9(14) of the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000 and any applicable successor legislation.

26. Contact Information

Dawa Exec Ltd

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This document supersedes all previous versions of the Dawa Exec Ltd Passenger Booking Contract and remains subject to periodic review and amendment.

End of Document

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