

**Dawa Exec Ltd**

## **Passenger Booking Contract**

v1.0 – Effective 06 June 2026

### **Company Information**

Dawa Exec Ltd

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Company Number: 17265271

ICO Registration Number: 00014362716

### **Purpose of this Contract**

This Passenger Booking Contract sets out the terms upon which Dawa Exec Ltd accepts and provides private hire services to passengers.

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

Dawa Exec Ltd accepts bookings as principal and accepts responsibility for providing the booked journey.

Drivers assigned to bookings act on behalf of Dawa Exec Ltd and are not parties 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 website, telephone, email, SMS, WhatsApp, online booking systems, mobile applications or any other authorised booking method.

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## **1. Parties to the Contract**

This Contract is entered into between Dawa Exec Ltd (“the Operator”) and the Passenger.

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

No contract exists between the Passenger and any driver assigned to a booking.

## **2. Dawa Exec Ltd as Principal**

Dawa Exec Ltd accepts all bookings as principal.

Dawa Exec Ltd enters into the contract directly with the Passenger and accepts responsibility for arranging and providing the booked private hire journey.

Any driver assigned to a booking acts solely on behalf of Dawa Exec Ltd and is not a party to this Contract.

## **3. Booking Acceptance**

By requesting or making a booking with Dawa Exec Ltd, the Passenger acknowledges that they have been given the opportunity to review this Passenger Booking Contract and confirms that they have read, understood and agree to be bound by its terms.

A booking request does not constitute acceptance by Dawa Exec Ltd.

A booking is accepted when Dawa Exec Ltd issues a booking confirmation by telephone, email, SMS, WhatsApp, website confirmation, booking system confirmation or any other authorised communication method.

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

Dawa Exec Ltd reserves the right to decline any booking request before acceptance without providing a reason.

## **4. Services**

Dawa Exec Ltd provides private hire and chauffeur services including but not limited to:

- Airport Transfers
- Executive Travel
- Corporate Travel
- Local Journeys
- Long Distance Travel
- Hourly Chauffeur Hire
- School Runs
- Event Transportation

All services are subject to vehicle and driver availability.

## **5. Passenger Responsibilities**

Passengers shall:

- Provide accurate booking information.
- Provide accurate contact details.
- Provide accurate pickup and destination information.
- Provide flight details where applicable.
- Ensure sufficient time is allowed for journeys.
- Comply with all applicable laws.

Any costs arising from inaccurate information shall be payable by the Passenger.

## **6. Vehicles and Drivers**

Dawa Exec Ltd shall provide a suitably licensed vehicle and driver appropriate for the booking.

Vehicle images displayed on promotional material are representative only.

Dawa Exec Ltd reserves the right to substitute an equivalent or higher-class vehicle where operationally necessary.

## **7. Airport Transfers and Meet & Greet**

Passengers shall attend the collection point specified in the booking confirmation.

Airport collection points may include designated private hire pickup areas, short stay car parks, terminal collection areas or other airport-approved locations.

Meet & Greet services are available as an optional add-on and are not included within standard airport transfer bookings unless expressly confirmed by Dawa Exec Ltd.

Where flight information is provided by the Passenger, Dawa Exec Ltd may monitor publicly available flight information to assist with collection arrangements. Such monitoring does not constitute a guarantee that delays, cancellations, diversions or schedule changes will be identified.

## **8. Waiting Time**

Standard pickups include 15 minutes complimentary waiting time.

Airport arrivals include 60 minutes complimentary waiting time from the recorded flight landing time.

After the complimentary airport waiting period has expired, waiting time shall be charged at £2.50 per 10-minute period or part thereof.

These waiting time charges apply to all vehicle categories.

## **9. Deposits, Payments, Cancellation Charges and Journey Amendments**

### Booking Summary

- Airport arrivals: Free cancellation 2 hours or more before flight landing.
- Airport departures: Free cancellation 1 hour or more before pickup.
- Hourly hire: Free cancellation 24 hours or more before commencement.
- Pre-booked journeys: Deposit refundable 1 hour or more before pickup.
- ASAP bookings: Full payment required before driver allocation.
- ASAP bookings cancelled within 5 minutes of driver allocation: refund issued less a £12 administration and dispatch charge.
- Waiting time charges may apply after complimentary waiting periods.

This summary is provided for convenience only. Full terms, conditions, charges and cancellation provisions are contained within the Dawa Exec Ltd Passenger Booking Contract.

## **9.1 Airport Transfer Payments and Cancellations**

Airport transfer bookings require payment in full no later than 24 hours before the scheduled pickup time or scheduled flight arrival time.

For airport arrival bookings, cancellations made 2 hours or more before the scheduled flight landing time shall receive a full refund.

For airport arrival bookings, cancellations made less than 2 hours before the scheduled flight landing time shall not be eligible for a refund.

For airport departure bookings, cancellations made 1 hour or more before the scheduled pickup time shall receive a full refund.

For airport departure bookings, cancellations made less than 1 hour before the scheduled pickup time shall not be eligible for a refund.

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

## **9.2 Hourly Hire Bookings**

Hourly hire bookings are charged based on the number of hours reserved and confirmed at the time of booking.

Hourly hire bookings require payment in full no later than 24 hours before the scheduled booking commencement time unless otherwise agreed by Dawa Exec Ltd.

The minimum chargeable booking period shall be the number of hours confirmed at the time of booking.

Where a Passenger wishes to extend an hourly hire booking beyond the originally agreed period, Dawa Exec Ltd shall use reasonable efforts to accommodate the request subject to driver availability.

Any additional time approved by Dawa Exec Ltd shall be charged at the applicable hourly rate agreed for the booking.

Hourly hire bookings cancelled 24 hours or more before the scheduled commencement time shall receive a full refund.

Hourly hire bookings cancelled within 24 hours of the scheduled commencement time shall not be eligible for a refund unless otherwise agreed by Dawa Exec Ltd.

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

The hourly hire period shall commence at the agreed booking start time and conclude at the agreed booking end time unless extended in accordance with this Contract.

Any parking charges, tolls, congestion charges, airport charges, ultra low emission zone charges or similar costs incurred during the booking shall be payable by the Passenger unless expressly included within the quoted fare.

Passengers may request multiple destinations and stops during an hourly hire booking provided that the requested travel remains within the booked time period.

Dawa Exec Ltd reserves the right to refuse requests that would exceed the booked time period, breach applicable laws, create safety concerns or materially alter the nature of the booking.

### **9.2.1 Hourly Hire Pricing Structure**

Hourly hire bookings shall be charged in accordance with the hourly rates published by Dawa Exec Ltd or otherwise agreed with the Passenger at the time of booking.

Different hourly rates may apply depending on factors including vehicle type, event requirements, driving time, waiting time, location, duration of hire and operational requirements.

Where an hourly hire booking includes periods during which the driver remains available but is not actively driving, Dawa Exec Ltd may apply a reduced waiting-time rate where specified in the quotation.

The applicable hourly rates and any waiting-time rates shall be confirmed to the Passenger before the booking is accepted.

Unless otherwise agreed, hourly hire bookings shall not exceed 10 hours in duration. Dawa Exec Ltd may permit longer bookings where adequate rest periods are available and legal and safety requirements can be satisfied.

### **9.3 Airport Hourly Hire**

Where a Passenger requests an hourly hire service commencing from an airport, the hourly hire period shall begin from the agreed chauffeur pickup time or from the time the Passenger enters the vehicle, whichever occurs first.

The Passenger shall remain responsible for any parking charges, airport access charges, terminal pickup fees, tolls, congestion charges, ultra low emission zone charges or other costs reasonably incurred during the booking unless expressly included within the quoted fare.

Where the Passenger requests the driver to remain available during the booking period, the hourly hire charge shall continue to apply regardless of whether the vehicle is stationary, parked, waiting or travelling.

Any additional hours requested by the Passenger shall be charged at the applicable hourly rate and shall be subject to driver availability.

Where the booking extends beyond the originally agreed hire period, Dawa Exec Ltd reserves the right to charge for additional time in increments of 30 minutes or part thereof.

Dawa Exec Ltd shall use reasonable efforts to accommodate amendments to the itinerary, destinations or duration of the booking, however such amendments may result in additional charges.

### **9.4 Non-Airport Bookings**

A booking deposit is required to secure a booking.

The booking deposit forms part of the total fare and is refundable only in accordance with the cancellation provisions of this Contract.

The applicable booking deposit shall be:

- £10.00 for bookings with a total fare of up to £70.00.
- £20.00 for bookings with a total fare exceeding £70.00.

## **9.5 Pre-Booked Journey Cancellations**

Bookings cancelled 1 hour or more before the scheduled pickup time shall receive a full refund of the booking deposit.

Bookings cancelled within 1 hour of the scheduled pickup time shall result in the booking deposit being retained by Dawa Exec Ltd as the cancellation charge.

## **9.6 ASAP and Immediate Bookings**

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

ASAP bookings require payment of the full quoted fare before a driver is allocated.

Once Dawa Exec Ltd has accepted an ASAP booking, received payment and allocated a driver, the booking shall be considered confirmed.

Where the Passenger cancels an ASAP booking within 5 minutes of driver allocation, Dawa Exec Ltd shall refund the fare paid less an administration and dispatch charge of £12.00.

Where the Passenger cancels an ASAP booking more than 5 minutes after driver allocation, Dawa Exec Ltd reserves the right to retain the full fare or make such refund as it reasonably considers appropriate having regard to the costs incurred and the stage of the booking.

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

## **9.7 Passenger No-Show**

A Passenger shall be deemed a no-show where:

- The Passenger fails to attend the agreed pickup location.
- The Passenger cannot be contacted using the contact details provided.
- The Passenger fails to present themselves within the included waiting time.

In the event of a no-show, Dawa Exec Ltd may retain any deposit paid and any other sums payable under the applicable booking type in accordance with this Contract.

## **9.8 Destination Changes and Additional Stops**

Passengers may request a change of destination or additional stops before or during a journey.

Dawa Exec Ltd reserves the right to accept or refuse such requests.

Where accepted, additional mileage shall be charged at £3.50 per mile together with any applicable waiting time charges, parking charges, airport charges, tolls, congestion charges or similar costs.

## **9.9 Collection of Outstanding Balances**

Where only the booking deposit has been paid before the journey commences, the remaining balance shall become due once the Passenger and driver have met and before commencement of the journey unless otherwise agreed by Dawa Exec Ltd.

The remaining balance may be paid by cash, debit card, bank transfer, payment link, contactless payment or any other payment method accepted by Dawa Exec Ltd.

Where the Passenger refuses to pay the outstanding balance when requested, the driver may refuse to commence the journey and Dawa Exec Ltd may treat the booking as cancelled by the Passenger.

Where a journey has commenced and the Passenger refuses to pay an agreed fare, Dawa Exec Ltd reserves the right to terminate the journey at a safe and lawful location.

Where appropriate and lawful, the Passenger may be offered a reasonable opportunity to obtain cash from a cash machine or arrange an alternative accepted payment method.

Failure or refusal to make payment shall constitute a breach of this Contract.

Dawa Exec Ltd reserves the right to retain any deposit paid, refuse future bookings and pursue recovery of any outstanding fares, charges and costs.

## **9.10 Fare Estimates and Quotations**

Unless expressly stated otherwise, quotations provided by Dawa Exec Ltd are based upon the information supplied by the Passenger at the time of booking.

Dawa Exec Ltd reserves the right to amend a quoted fare where the Passenger requests changes to the journey, provides inaccurate information, adds additional stops, changes the destination, requests additional waiting time or where additional charges arise.

Any revised fare shall be communicated to the Passenger where reasonably practicable.

#### **9.10.1 Quoted Fares**

Unless otherwise expressly stated, quotations issued by Dawa Exec Ltd remain valid for 30 days from the date of issue.

Dawa Exec Ltd reserves the right to withdraw, amend or reissue quotations where operational requirements, availability, pricing structures or booking details change before a booking is accepted.

### **10. Passenger Conduct**

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

Dawa Exec Ltd reserves the right to terminate a journey where a Passenger is abusive, threatening, violent, causes damage, creates a safety risk or commits an unlawful act.

No refund shall be payable in such circumstances.

#### **10.1 Refusal of Carriage**

Dawa Exec Ltd reserves the right to refuse carriage where a Passenger appears intoxicated, abusive, violent, poses a safety risk, exceeds the vehicle capacity, refuses to wear a seatbelt where legally required or is otherwise likely to endanger the driver, vehicle or other road users.

### **11. Food and Drink**

Food and drink are not permitted within vehicles operated by or on behalf of Dawa Exec Ltd unless expressly permitted by the driver.

Passengers shall remain responsible for any spillages, staining, damage or cleaning costs arising from food or drink consumption.

## **12. Passenger Numbers**

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

Dawa Exec Ltd reserves the right to refuse carriage where the passenger count exceeds the vehicle capacity.

## **13. Seat Belts and Child Safety**

All passengers must wear seat belts where required by law.

Passengers requiring child seats must notify Dawa Exec Ltd at the time of booking.

Dawa Exec Ltd shall use reasonable efforts to provide requested child seats.

Where a suitable child seat is unavailable, the Passenger shall be informed at the time of booking and/or before commencement of the journey.

## **14. Pets and Assistance Animals**

Passengers travelling with pets must notify Dawa Exec Ltd at the time of booking.

Dawa Exec Ltd shall use reasonable efforts to allocate a driver willing to transport pets.

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

## **15. Luggage**

Passengers are responsible for ensuring luggage quantities are accurately declared at the time of booking.

Dawa Exec Ltd reserves the right to refuse excess luggage that cannot be safely accommodated.

## **16. Lost Property**

Passengers remain responsible for their belongings at all times.

Where lost property is found, Dawa Exec Ltd shall make reasonable efforts to facilitate its return.

Any return costs shall be payable by the Passenger.

Dawa Exec Ltd accepts no liability for property lost, stolen or damaged unless caused by the negligence of Dawa Exec Ltd.

### **17. Vehicle Damage, Soiling and Cleaning Charges**

Smoking, vaping and the use of e-cigarettes are strictly prohibited within vehicles.

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

Where a vehicle requires cleaning beyond normal use, a cleaning charge of £80.00 shall be payable.

Where vomiting or excessive contamination occurs requiring valet or specialist cleaning, an additional £25.00 valet charge shall be payable in addition to the cleaning charge.

Dawa Exec Ltd reserves the right to recover any further reasonable costs where losses exceed these amounts.

### **18. Delays and Circumstances Beyond Our Control**

Dawa Exec Ltd shall not be liable for delays caused by traffic congestion, road closures, accidents, severe weather, security incidents, vehicle breakdowns, public events or circumstances beyond its reasonable control.

Where a booking cannot be completed due to circumstances beyond the reasonable control of Dawa Exec Ltd, including severe weather, airport closure, government restrictions, security incidents or similar events, Dawa Exec Ltd shall use reasonable efforts to offer an alternative arrangement but shall not be liable for consequential losses.

### **19. Subcontracting**

Where permitted by law, Dawa Exec Ltd may subcontract a booking to another licensed private hire operator.

## **20. Liability**

Nothing within this Contract excludes or limits liability where such exclusion or limitation is prohibited by law.

Subject to applicable law, Dawa Exec Ltd's liability arising from any booking shall not exceed the total amount paid for that booking.

## **21. Data Protection and Privacy**

Passenger information shall be processed solely for booking management, transport services, customer support, legal compliance and business administration purposes.

Further information regarding the collection, use, storage and processing of personal data is available in the Dawa Exec Ltd Privacy Policy at:<https://dawaexec.com/privacy-policy/>

## **22. Complaints**

Any complaint relating to a booking, journey, driver, vehicle or customer experience should be submitted as soon as reasonably practicable.

Complaints may be submitted through the complaint message form available on the Dawa Exec Ltd contact page at:

<https://dawaexec.com/contact/>

Complaints may also be submitted by email to [info@dawaexec.com](mailto:info@dawaexec.com), by telephone using the published Dawa Exec Ltd contact numbers, or in writing to the registered office address.

Urgent issues relating to an active booking or ongoing journey should be reported immediately using the 24/7 Booking & Journey Support number published by Dawa Exec Ltd.

Dawa Exec Ltd shall investigate complaints and respond within a reasonable period.

## **23. Amendments to this Contract**

Dawa Exec Ltd reserves the right to amend, update or revise this Contract from time to time.

The version in force at the time a booking is accepted shall apply to that booking.

## **24. Governing Law**

This Contract shall be governed by 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:

1. Dawa Exec Ltd accepts bookings directly from passengers.
2. Dawa Exec Ltd contracts with passengers as principal.
3. Dawa Exec Ltd is responsible for providing the booked journey.
4. Drivers perform journeys on behalf of Dawa Exec Ltd and do not contract directly with passengers.

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

## **26. Contact Information, Customer Support and Escalation**

Dawa Exec Ltd is committed to providing a professional, reliable and customer-focused service.

Passengers requiring assistance before, during or after a journey may contact Dawa Exec Ltd using the contact details published on the Dawa Exec Ltd website, booking confirmations or other authorised communications.

Dawa Exec Ltd is a founder-led business and customer service standards, operational performance and customer feedback are personally overseen by the Company's Director.

Where a Passenger has an urgent issue that cannot reasonably be resolved through normal customer service channels, Dawa Exec Ltd may provide escalation to a senior company representative or Director where appropriate.

Urgent operational matters relating to an active booking, ongoing journey, passenger welfare concern, driver conduct concern, vehicle issue or emergency travel requirement should be

reported immediately by telephone using the contact number provided within the booking confirmation.

General enquiries, feedback and complaints should be submitted through the Dawa Exec Ltd website, email or other published contact methods.

### **Primary Contact Details;**

Dawa Exec Ltd

London, United Kingdom

+44 (0)20 3679 1998

+44 (0)7417 514014

info@dawaexec.com

Company Number: 17265271

ICO Registration Number: 00014362716

### **Important Links**

Passenger Booking Contract:

<https://dawaexec.com/passenger-booking-contract/>

Cancellation Policy:

<https://dawaexec.com/cancellation-policy/>

Privacy Policy: <https://dawaexec.com/privacy-policy/>

Cookie Policy: <https://dawaexec.com/cookie-policy/>