

## Lawful Agreement

Under the Private Hire Vehicles (London) Act 1998 (the 1998 Act) a licensed operator who accepts a booking from a passenger is required to enter as principal into a contractual obligation with the passenger to provide the journey which is the subject of the booking.

## Redbridge Radio Cars Contractual Obligation

In order to comply with 1998 Act, Redbridge Radio Cars confirms that we shall enter into a contractual obligation as principal with the person making the private hire booking to provide the journey which is the subject of the booking and any such contractual obligation must be consistent with the 1998 Act and these regulations.

## Complying with the Obligation and Fulfilling our Responsibilities

Redbridge Radio Cars confirms:

1. We accept bookings only from a passenger rather than anyone else i.e. a driver
2. We take responsibility for the journey from point A to Point B, rather than anyone else
3. All bookings are carried out in a London Licensed Private Hire Vehicle driven by a London Licensed driver.
4. The booking is carried for the fare which was either agreed or for which an accurate estimate was provided.
5. Fares are collected either by Redbridge Radio Cars or collected by the driver on behalf of Redbridge Radio Cars.
6. We collect and pay VAT on applicable fares
7. All complaints must be made directly to Redbridge Radio Cars.

A contract will exist between Redbridge Radio Cars and the passenger even if it is not recorded in writing and the same requirements apply even if the agreement is made orally.

Full liability in relation to the transportation services belongs to Redbridge Radio Cars.

Cancellations can only be carried out and confirmed by the Redbridge Radio Cars and the booking passenger. Although a driver may reject an offer from the Operator to carry out a particular journey.

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