



**a2b Taxis Truro Ltd**  
The Old Sanctuary, Polisken Farm,  
Trispen, Truro, Cornwall TR4 9AU

**Telephone.** 01872 272989  
**Fax.** 01872 242172  
**Email.** [info@a2btaxistruro.com](mailto:info@a2btaxistruro.com)  
**Visit.** [www.a2btaxistruro.com](http://www.a2btaxistruro.com)

## Account Information

### Card account - Credit or Debit card

A card account can be set up in minutes, no credit check required.

Register your card details once only.

Choose a password to be used when making any booking.

Payment will only be taken from your card when a journey has been completed.

Journey details can be emailed to you for your records.

Ideal for occasional users that don't want a monthly bill.

Please note that credit cards have a 2.5% handling charge applied to all bookings.

### Business 30 day credit account

Suitable for

- staff and visitors
- customers
- light goods or documents

### Personal 30 day credit account

Suitable for

- personal or family use
- school run
- transport for a dependant

For a credit account simply fill out the appropriate form and send it to us for processing and approval.

All credit account applications will be subject to a Credit Reference Agencies check before approval can be given.

Once your account is approved and set up, we have available various levels of security protection to prevent un-authorised use. This includes passwords, authorised users etc. At the end of each month, you will receive a fully itemised bill of all journeys taken and each individual cost, passenger name, the pick up and drop off addresses, and any additional waiting time charges if applicable. If your accounting system requires invoices in a bespoke format, or you wish to add special references such as purchase order numbers, please speak with a member of our accounts team, who will be able to set this up.

***Catering For all Your Travel Needs***

## **Terms and Conditions for all accounts**

### **Charges**

Unless fixed prices for journeys have been agreed in writing by letter, fax, or email, charges for distance and time are based on the tariff rates for the Carrick licensing zone set by Cornwall Council.

Charges for minibus, coach, or executive car, are always quoted and agreed prior to booking.

Waiting time of over 5 minutes is chargeable.

Standard charge of £45 to cover cleaning costs in the unlikely event of the vehicle being soiled by any passenger.

All credit accounts are subject to VAT at the standard rate.

### **Payment** (not applicable to card accounts)

Payment is due within 30 days of the invoice date. We reserve the right to claim statutory interest at 8% above the Bank of England base rate, plus an administration charge not exceeding £100 and any reasonable costs incurred for recovery of late payment. Payment can be made by credit\* or debit card, or by bank transfer, cheque payments will only be accepted by prior agreement.

\*Payments made by credit card incur a 2.5% handling charge, there is no charge for payments made by debit card.

### **Credit limits**

All account holders can apply an optional credit limit if they wish.

A2B Taxis may apply a credit limit to any account, if it feels such action is justified.

### **Cancellations**

If you need to cancel your booking, please contact A2B Taxis as soon as possible. If you cancel a booking after the vehicle has been dispatched then a charge may be incurred; the charge will be based on the distance/time that the allocated driver has travelled/spent prior to the point of cancellation. Please note that the dispatch time may be significantly earlier than the pick up time, i.e. for a pick up at Newquay Airport the vehicle would be dispatched 30 minutes before the pick up time.

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## **Terms and Conditions continued**

### **Carriage of goods**

A2B Taxis will not convey any goods that may be hazardous to the vehicle, driver, passengers, or other road users.

It is the responsibility of the account holder to ensure that any goods for transport are packaged safely and securely.

In the case of large or heavy items, it is the responsibility of the account holder to ensure suitable handling for the loading and unloading of such goods, and their security within the vehicle.

### **Carriage of children**

UK law states that taxis are exempt from legislation relating to children travelling in a baby/child seat or booster seat, more details of the legislation can be found at [www.gov.uk/child-car-seats-the-rules/when-a-child-can-travel-without-a-car-seat](http://www.gov.uk/child-car-seats-the-rules/when-a-child-can-travel-without-a-car-seat). For Health and Safety reasons A2B Taxis are unable to provide any form of child seat. If you require a child seat for your journey it would be the child's parent/carers responsibility to provide one and to fit the seat in the vehicle and to secure the child. If you are booking a return journey and have your own child seat, A2B Taxis will store your child seat for the return journey, please note that the installation of the child seat must be carried out by you.

### **Security**

We will store, process and use all information regarding your personal details in accordance with the requirements of the Data Protection Act 1998.

We comply with the requirements of the Payment Card Industry Data Security Standard (PCI DSS) for the processing of card payments.

Account holders are responsible for the security of any passwords or other security features attached to their account. A2B Taxis cannot be held responsible for false bookings if security requirements have been fulfilled at the time of booking.

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