

ARC Cars Terms & Conditions of Service

Effective Date: 13 May 2025

These Terms & Conditions apply to all bookings with Arc Cars.

By booking a journey with Arc Cars, you agree to the following terms and conditions.

1. Definitions

“You” / “the customer” – the person making the booking

“We” / “us” – Arc Cars

“Service” – the provision of taxi transport, including for passengers with pets

2. Booking a Journey

A legally binding contract is established between Arc Cars and the customer upon confirmation of a booking via phone, online, or other means. It is the customer's responsibility to provide accurate and complete information. Failure to do so may result in refusal of service and liability for any costs incurred due to inaccuracies.

3. Fares and Payment

Fares are confirmed at the time of booking or estimated based on distance and time.

Payment is due upon booking or completion of the journey.

We accept payment methods, cash, card, online payments.

Additional charges may apply for:

Soiling or damage caused by pets or passengers

Waiting time beyond an agreed grace period

All payments are subject to verification and acceptance. Arc Cars reserves the right to refuse service for non-payment or fraudulent activity.

4. Cancellations and Refunds

Cancellations made more than 12 hour before the scheduled pickup will not incur a charge.

Cancellations within 12 hours may be charged up to 50% of the fare.

No-show bookings or cancellations at the pickup point are non-refundable.

Refunds (where applicable) will be processed to the original payment method within 5–10 working days, subject to bank processing times.

5. Pet Policy

We welcome well-behaved pets and are committed to providing a pet-friendly service.

All pets must be disclosed at the time of booking.

Drivers may decline a journey if a pet appears distressed, aggressive, or uncontained.

Owners are responsible for;

The safety of their pet.

Any soiling, damage or cleaning costs caused by their pets

Arc Cars accepts no liability for injury, escape, illness, or distress suffered by any pet during transport, unless caused directly by negligence on our part.

6. Passenger Conduct

No smoking, alcohol consumption, or illegal substances in the vehicle.
Any behaviour threatening the safety of the driver, vehicle, or passengers may result in the immediate termination of the journey without refund.

Abuse, aggression, or harassment of drivers will not be tolerated and may be reported to the police.

Passengers must comply with all applicable laws and regulations during the journey.

7. Liability

We will make reasonable efforts to get you to your destination on time but are not liable for delays due to traffic, weather, or events beyond our control.

We are not responsible for loss or damage to personal belongings left in vehicles.

Our liability is limited to the amount paid for the specific journey unless otherwise required by law.

8. Data Protection and Privacy

We are committed to protecting your personal data. Any information collected during the booking process will be processed in accordance with our Privacy Policy, which complies with the UK GDPR and Data Protection Act 2018.

Your data will only be used for the purpose of providing our services and will not be shared with third parties without your consent, except as required by law.

9. Safety and Security

For the safety and security of all passengers and drivers, vehicles may be equipped with GPS tracking and security cameras.

We reserve the right to share footage or data with authorities if required for legal or safety reasons.

10. Special Assistance

If you or your pet require special assistance, please notify us at the time of booking so we can accommodate your needs where possible.

While we strive to provide inclusive services, there may be limitations based on vehicle availability and safety regulations.

11. Delays, Accidents, and Force Majeure

Arc Cars makes reasonable efforts to reach pickup points and destinations on time but accepts no liability for delays, including (but not limited to):

Traffic, road closures, weather, or mechanical failure.

Emergency diversions or accidents.

Third-party disruption or events outside our control.

In the event of an accident, our drivers and vehicles are covered by valid motor insurance as required by law. This insurance does not cover:

Personal injury or loss resulting from customer negligence, including mishandling pets.

Damage to or loss of personal property.

Missed appointments, travel connections, or economic losses resulting from delays.

12. Governing Law

These terms and conditions are governed by the laws of England and Wales. Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

These additions enhance transparency regarding data protection, safety measures, special assistance, and legal compliance, aligning your terms with best practices in the taxi service industry.

13. Insurance

We maintain appropriate insurance coverage as required by law for the operation of our vehicles and the transportation of passengers and pets. However, it is advisable for passengers to have their own travel or pet insurance to cover any unforeseen incidents.

14. User Account and Security

If you choose to create an account with us, you are responsible for maintaining the confidentiality of your account details and for all activities under your account.

We reserve the right to suspend or terminate accounts if fraudulent or unauthorized activities are detected.

15. Promotions and Offers

From time to time, we may offer promotions or discounts. These are subject to specific terms and conditions, which will be communicated at the time of the offer. Promotions cannot be combined with other offers unless explicitly stated.

16. Accessibility

We strive to make our services accessible to all individuals, including those with disabilities. Please let us know if you require any specific accommodations.

17. Feedback and Improvements

We welcome feedback to improve our services. By providing feedback, you grant us permission to use it for any purpose, including marketing and service enhancements, without compensation.

18. Complaints and Dispute Resolution

If you are dissatisfied with any aspect of our service, please contact us at info@arc-cars.co.uk. We aim to respond to all complaints within 7 working days.

If the issue is not resolved, you may refer the matter to a local licensing authority or a recognised dispute resolution body.

19. Changes to Terms

We may update these terms from time to time. The current version will always be available on our website. Continued use of our services implies acceptance of any changes.

Any question please contact us on

Email info@arc-cars.co.uk

Contact number: 07547339472