

A-Star Taxis Policy Documentation

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Company Policy Documents:

The procedures, processes and policies contained here-in are a guide to the running of A-Star Taxis on a day to day basis. In all cases common sense is to be engaged in addition to applying any procedure to ensure the action is applicable, adequate and suitable for the service required.

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1) Mission Statement:

A-Star Taxis' mission is to provide a professional and enjoyable service, on time, every time.

2) Operating Procedures

Bookings

Bookings may be made by telephone, text, email or post.

Most bookings are made by telephone or email and required within a short period of time. A-Star endeavors to provide a booking time within twenty minutes of the initial request if required and aim to arrive within a couple of minutes either way of the booked time. The Time, collection and drop points are to be agreed and, if deemed necessary, names and telephone numbers taken. In this instance the controller is assigned the responsibility for confirming availability, if requested the approximate price of supplying a vehicle subject to the information given and for passing the booking on to an appropriate driver to fulfill. These bookings are not recorded unless an issue arises.

Once received from the controller, the booking becomes the responsibility of the assigned driver. Should a situation develop that will significantly affect the booking, e.g. punctuality or price, the driver must inform the controller at the earliest opportunity. The controller will decide the appropriate course of action and advise drivers and customers accordingly.

Pick up Priority

Should an incident occur where a driver becomes incapacitated, a replacement driver will be dispatched at the earliest opportunity. The priority in the first instance will be given in the following order:

- 1) Minors and the vulnerable
- 2) Trips to ports
- 3) Account and VIP Customers

Tenders

Tender applications are to be emailed. These will be priced and dealt with on a case by case basis.

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Remuneration

Payment is made by cash or card direct to the driver in most circumstances. Should an account facility be used A-Star will pay the driver/s directly. Account facilities are strictly payment by return on receipt of invoice unless otherwise agreed. Late payments will be liable to the statutory interest rate plus 8% plus an admin fee of £40 per invoice at A-Stars' discretion.

Quotations

A quotation sheet for the provision of local services to and from Airports and for Dorking and the outer lying areas is employed as a guide, though localized circumstances, time of day and vehicle required to the pick-up and drop off points are to be taken into consideration, pricing may fluctuate as a result. The most effective pricing is given through the knowledge and experience of the controller.

Meter charging

Unless a specific quotation is given, charges are made as per the installed meter that has been checked and for which the pricing is regulated by the local authority. A driver may, at their discretion, discount the price but may only charge more as per the conditions of the Hackney Carriage Licensing regulations or as agreed with the paying passenger/s. Should this be applicable, where possible, the driver must instruct the passenger/s of these additional fees prior to commencing the journey.

Waiting Time, Cancellation and Non Shows

When collecting, A-Star Taxis does not charge for the first few minutes of waiting time, however, if the waiting time exceeds 10 minutes, waiting time is charged pro-rata at £30.00 per hour at normal times, £45 per hour between 23.00 and 07.29 Monday to Saturday and all day Sunday and at £60 per hour on Christmas Eve, Christmas Day, Boxing Day, New Years Eve and New Years Day. If no contact can be made within 15 minutes the driver reserves the right to leave and the full fare and waiting time will become payable.

Cancellations are to be advised 24 hours in advance where possible. Any cancellations made after this time remain chargeable, this maybe waived or discounted at A-Star Taxis' discretion.

In the case of a non show, the full fare and waiting time will be chargeable.

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Collection from Airports and Shipping Ports

A-Star Taxis provide an outside or inside meet and greet service at ports. Inside meets incur the additional charge of £10 plus parking. A-Star Taxis monitors the arrival and allows a 40 minute waiting time included in the price of this service, after which, waiting time becomes chargeable at the aforementioned rates. The driver assigned the collection will endeavor to contact the passenger by phone on the number given in the booking, however, if no answer is received, or no contact made by the passenger to the driver or A-Star Taxis, then the driver will move on 75 minutes from landing/docking. The full fair, waiting time plus any other charges incurred will become payable. This is also the case if no contact number has been given and the passenger fails to contact the driver or A-Star Taxis.

3) Communications

Communication between the controller and drivers is made by telephone (hands free) or by two way radio.

4) Drivers and Vehicles:

A-Star Taxi drivers are trained to the highest standards, having passed local authority and Driving Standards Agency tests. All drivers are police checked, authority vetted and have enhanced DBSs. All drivers used by A-Star Taxis possess a good local knowledge, are proficient, experienced drivers and have a smart and professional demeanor in both person and vehicle. All drivers are equipped with satellite navigation and mobile phones with hands free kits. A-Star acts as a booking agent assigning the work to the drivers. All drivers from the point of collection and delivery are responsible for the passengers in their care. They are self-employed owner drivers, any liability during the journey will lie between the driver and passenger. New drivers are considered only after personal recommendations.

The local authority enforces strict rules with reference to the condition and servicing of our vehicles, ensuring a safe environment in which to transport our passengers. Given that all A-Star Taxi vehicles are driver owned, they are kept in excellent condition, the drivers having a vested interest in their mobile place of work. Each vehicle has a Hackney Carriage License allowing the added benefit for the use of bus lanes throughout the country, including London. All vehicles are regularly maintained and cleaned. The range includes executive, 7 seater, 6 seater people carrier, wheelchair access, estate and saloon vehicles, all with air conditioning.

5) Lost Property Policy

Any property found by our drivers is immediately reported to the controller. At the earliest reasonable opportunity, an attempt to reach the owner will be made and the item returned – a charge may be applicable for this. If the owner cannot be reached or identified the lost property will be passed on to the proprietor and within 24 hours, if of value, reported to the

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local authority and or police. If the authorities do not need to retain the property it will be stored for a period up to a maximum of one month after which it will be disposed of.

6) Health and Safety

A-Star Taxis are not required to have a specific health and safety policy, however, all drivers have a legal duty of care to their passengers and as such strict rules are implemented into the condition and servicing of their vehicles, ensuring a safe environment in which to transport our passengers. This is regulated by the local authority that requires a vehicle inspection once a year in addition and independent to the MOT. All A-Star Taxi drivers have a badge with a picture of the driver and their registered license number for identification purposes.

7) Complaints Procedure

A-Star Taxis prides itself on the exemplary service it provides and for this reason takes seriously any complaints it may receive. In the unlikely event of a complaint, in the first instance the controller has the responsibility to attempt to resolve the issue.

Should this not be satisfactory, the complaint is passed on to assess the validity of the complaint and offer an appropriate resolution. Should such an incident occur reasonable time will be taken to collate information from all parties involved, providing a full picture of the occurrence so an informed and proper decision can be made. Written complaints are to be sent to the office address.

In the first instance any complaint is to be acknowledged to the complainant within one working day from receipt and a response made within two working days unless in depth investigation is required in which case this will be communicated to the complainant. Should the complaint be upheld an apology will be issued with details of how we are taking on board the complaint and actions taken to ensure the chance of repetition is minimised. In some cases compensation may be offered, this will be made on a case by case basis and does not set a precedent.

8) Liability and Compensation

A-Star Taxis will endeavor to collect and deliver you, your passengers or goods to the given destination on time every time. Given the industry in which A-Star Taxis is employed, conditions such as weather, road works and diversions, automotive incidents (this is not an exhaustive list) can potentially affect the service provided, A-Star Taxis accepts no liability for any loss or damage howsoever caused by the use of its service, statutory rights remain unaffected. A-Star Taxis may offer some form of compensation at its own discretion, assessed on a case by case basis and on the complete understanding that any offer made does not set a precedent for any past, present or future occurrence.

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All drivers supplied by A-Star Taxis have their own insurance policies that adhere to licensing rules and regulations and current legislation and are responsible for the passengers in their care.

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9) Data Protection Policy

Any and all information recorded by A-Star Taxis is treated as private and confidential. All computer systems employ security, anti-virus and firewall protection and documentation is stored in a secure environment. A-Star Taxis are not required by legislation to be registered with Data Protection, utilizing the information stored only for the day to day running of its business. A-Star Taxis does not employ marketing practices such as email or mail shots, though contact may be made to provide information that is of relevance or interest to party/ies concerned.

10) Privacy statement

A-Star Taxis ensures that all details, addresses and contact numbers are treated as private and confidential and under no circumstances passed on to any commercial or third party companies without the express consent of the proprietor.