

As many of you are aware the despatch system using our Booking App despatches work to vacant cars that meet the booking criteria. The customer can see that there are a number of vacant cars in the area and in good faith makes a booking, either from the app or from our web site.

We expect vacant cars to accept all bookings in good faith and in accordance with the the Passenger Transport Act 1994 and Passenger Transport Regulations 2009.

It is very disappointing to see that even with the drop in the work in our Industry that drivers still Reject and Recall.

Please be aware that the following changes will take place as of Tuesday 13 February 2017 -

- * Reject Penalty - Will be increased to 1 minute in all fleets.
- * Recal Penalty - The first 3 Recals will be reduced to 2 but the
- * Penalty Time will remain at 15 minutes in all Fleets.
- * Re-offering of a Rejected or a Recalled booking is to be introduced and the booking is to Re-offered to the same car after 2 minutes.

Our customers need to have confidence when making a booking regardless the booking method, the method of payment, or the value of the fare.

Thank you for your continued support and understanding.

Best regards

Jim Triantafyllou
General Manager