

AIRPORTRIDESUK

DRIVER TERMS & CONDITIONS

Effective Date: 9 August 2026

1. Direct Contact with Customers

Drivers must not contact or deal directly with any customer regarding a booking before notifying and obtaining approval from Airportridesuk.

Any driver found contacting or arranging work directly with a customer without informing the company will be blocked from the Airportridesuk system immediately.

2. Commission on Cash & Account Jobs

A 20% commission will apply to all cash and account jobs.

The applicable 20% commission must be paid to Airportridesuk in accordance with the payment requirements set out below.

3. Call-Out Charges for Cash Jobs

There will be no call-out charge for cash jobs.

4. Weekly Payments

Driver payments will be processed and cleared every Friday, subject to all required information, documents and account requirements being up to date.

5. Declining an Accepted Job

Once a driver has accepted a job, they are expected to complete the booking.

If a driver needs to decline or cancel an accepted job for any reason, they must contact Airportridesuk Support immediately and provide the reason.

6. Penalties for Unreasonable Cancellations

A penalty may be applied where a driver declines or cancels an accepted job and the reason provided is considered unreasonable or inappropriate.

Airportridesuk reserves the right to review the circumstances before applying any penalty.

7. Commission Payment Deadline

For all cash jobs completed during the day, the required 20% commission must be paid to Airportridesuk before midnight on the same day.

If the required commission is not paid before midnight, the driver's account may be suspended immediately.

The account will remain suspended until all outstanding commission payments have been received and cleared.

8. Account No-Show Jobs

A call-out charge will be payable for account no-show jobs, where applicable.

Drivers must follow the company's procedure for reporting and confirming a customer no-show.

9. Airport Waiting Charges

For airport bookings, a £20 waiting charge will apply for one hour of waiting, including applicable car park charges.

Any additional waiting or parking charges will be subject to the company's applicable policies and booking arrangements.

10. Free Waiting Time - Airport Pick-Ups

For airport pick-up bookings, the customer will receive one hour of free waiting time after the customer's landing time.

Drivers are expected to follow the airport pick-up procedure and allow the applicable free waiting period before additional waiting charges are applied.

11. Free Waiting Time - Local Jobs

For local bookings, the customer will receive 15 minutes of free waiting time.

Any additional waiting time may be chargeable in accordance with Airportridesuk's applicable waiting-charge policy.

12. Changing Vehicles

If a driver changes their vehicle, they must upload all updated vehicle documents through the Airportridesuk driver portal before using the new vehicle for company bookings.

The updated vehicle must not be used for Airportridesuk jobs until the required documents have been submitted and approved.

13. Pre-Booked Jobs

Drivers must provide a minimum of 24 hours' notice if they need to decline or cancel a pre-booked job.

Failure to provide the required notice may result in a penalty, unless there are exceptional circumstances accepted by Airportridesuk.

14. Driver Responsibility

All drivers are required to read, understand and comply with these Terms & Conditions carefully.

By accepting and undertaking jobs through Airportridesuk, drivers acknowledge that they are responsible for following these terms and any additional company procedures communicated to them.

Airportridesuk reserves the right to review, amend or update these Terms & Conditions when necessary. Drivers will be expected to comply with the latest version of the company's terms.

IMPORTANT NOTICE

Please read all Terms & Conditions carefully before accepting jobs through Airportridesuk.

Failure to comply with these Terms & Conditions may result in penalties, suspension or removal from the Airportridesuk driver system, depending on the nature and seriousness of the matter.

AIRPORTRIDESUK

Professional • Reliable • Customer Focused

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