

Terms & Condition

1. Terms and Conditions of Use

These Terms and Conditions govern the use of Kabcompare (the “Website” and the “Mobile Application”) and all other booking platforms operated and owned by Kabcompare. Please contact us should you have any questions at hello@kabcompare.com

2. Information about Kabcompare

Kabcompare is not a minicab provider, taxi company or airport transfers provider but a platform through which riders and Private Hire Operators can organise transportation services, payments and tracking for Minicabs and Airport Transfers. Kabcompare is not a licensed minicab or airport transfers operator, but merely a booking agent, which offers the information and means to book transportation offered by third party providers

3. Use of our Application

- By making a booking you agree to provide accurate, true and complete information.
- You hereby warrant that you are at least fifteen years of age or are using our services with the explicit authorisation of your parent or guardian
- Kabcompare will not guarantee the ability to fulfil your requirements and specific needs, reserving the rights to refuse or cancel any bookings.
- Kabcompare does not guarantee any refunds, in full or partial of any claims you might have for the fees or charges paid by you
- Kabcompare acts as a booking agent for the minicab or airport transfer service provider and is not an operator nor holds an operator license.
- Kabcompare will provide you via the application (or Website) quotes from operators that are able to fulfil your transportation requirements.
- Your personal details and data in relation to the use of our Website or Mobile Application will be stored but will not be disclosed or shared to third parties other than the service providers or used for any purpose unrelated to the service provided

4. Your responsibilities

- Booking made may also be subject to Terms & Conditions of the chosen operator, where there is a conflict between the operator’s Terms & Conditions and ours, the clauses contained in this Terms and Conditions take precedence over those in the operator’s Terms & Conditions.
- You agree that you are responsible to ensure the accuracy of your details correct, including the pick-up and drop-off information.
- You agree that Kabcompare may not be able to accommodate your requests or special requirements
- You agree to raise any intended legal actions against operators directly and not Kabcompare

5. Payments

- If paying by Card (or wallet), you agree to pay the fare in full and in advance at the time of booking. If paying by Cash, you agree to pay the fare in full upon completion of the ride to the operator’s driver.
- In case you require extra services to fulfil your requirements including child seats or route deviations you must arrange them directly with the Operator, including any payments or charges as result.
- Kabcompare does not guarantee a refund or cancellation unless in line with clause 6 of these Terms.
- If paying by Card, in the event of your card getting declined, operators will not be able to start a ride until a payment confirmation has been received
- Kabcompare does not offer any guarantee for any other payment method other than “Card”. Any disputes as results of any Cash payments must be directly with the operator.

6. Cancellations and Refunds

- You must cancel any bookings through the Kabcompare application cancellation functions or by notifying the operator directly.
- The following terms only apply to bookings paid via Card, Kabcompare is not responsible for any disputes, refunds, or cancellations in connection to Cash payments
- In the event of cancellation of an “ASAP” trip before a driver is dispatched by the operator and/or the tracking begins on the mobile application, you will be entitled to a full refund excluding any card processing fees. Where the cancellation is requested after the driver is dispatched and the tracking has begun, you will be charged a cancellation fee of £5.
- In the event of cancellation of a “Future Booking” trip where the cancellation is requested more than 30 minutes before the pick-up time or before the driver is dispatched you will be entitled to a full refund, where the cancellation is requested less than 30 minutes before the pick-up time or after a driver has been dispatched you will not be entitled to any refunds.
- Where the ride starts at Point of Interest such as an airport, in the event of cancellation of an “ASAP” ride a penalty of £7.99 will be charged. Cancellations of “Future Booking” rides will incur a fee of £19.99 if not cancelled 90 minutes prior to the pick-up time.
- Where the operator does not turn up at the pick-up point within 15 minutes of the agreed time – or within 25 minutes if the pick-up point is a point of interest, you will be entitled to a full refund if you choose to not use the service. In case, at your own discretion, you decide to continue with the trip and use the service, you will not be entitled to any such refund
- In the event that you are not available at the agreed pick-up point within 15 minutes of the agreed time, the operator will have the right to cancel the ride and you will not be entitled to any refunds. Where the operator decides to wait for more than 15 minutes, you may incur additional charges, for which you must make payment arrangements directly with the operator.
- For pre-paid card bookings, any refunds due to you, will be made to the card original card used within 5 -7 working days. Any fees deductions will be made from the refund amount.

7. Disputes

- In case you have complaint or dispute you agree to contact the operator directly by the phone number provided to you
- Where you are unable to resolve with the operator directly, you must contact us via the application or by sending us an email to hello@kabcompare.com

8. Limitation of Liability

Kabcompare is not responsible or liable for any transport booked with operators. Bookings made are entirely at your discretion, as result, we will not be liable for any consequential, special, incidental, or indirect harm or damages of any kind arising from the delivery, performance, use of or inability to use Our App and Services, even if when we have been advised of the possibility of such damages.

9. Behaviour

- Operators can terminate rides at their discretion as result of disruptive behaviour. Neither us nor the operators will accept liability for extra costs incurred by you as result of the ride termination.
- You or any passengers must not consume alcohol in vehicles or be in a state of influence, in which case operators may refuse you service.

10. Privacy Policy

By accepting these terms and conditions you also agree to accept our privacy policy.