Terms and Conditions for the supply of Booking Services

The following Terms and Conditions apply to all services provided by Go2 Travel Group Ltd (CRN: 16730358). All business between clients and Go2 Travel Group Ltd is a transaction based on the terms and conditions defined here. When any client makes a booking or pre-booking, the assumption is that the client agrees to all the terms and conditions defined here.

By making a booking through our Online Platform or by telephone, you agree that you are legally capable of entering into binding contracts and you are at least 18 years old. We may revise these Terms by updating this page at any time, and without any notice.

1. Definitions

“Account Holder Customers”: Those Customers who set up an account in accordance with Clause 9 of these Terms and Conditions.

“Additional Charges”: Any charges which arise across any given journey which fall outside of the Fare, including but not limited to toll charges, parking charges, airport access charges, and fouling charges.

“Online Platform": The web-booker provided on www.go2-group.uk through which customers can book services.

“Booking Services”: The services set out in Clause 3 of these Terms and Conditions, which shall be provided to you by Go2 Travel Group Ltd.

“Customer”: The person making the booking and receiving the Booking Services, also referred to in these Terms and Conditions as ‘you’ and ‘your’.

"Driver": A self-employed individual, licensed under the Legislation to carry out road passenger transportation, who is subcontracted by Go2 Travel Group Ltd to provide the physical transportation service.

“Driver Services”: The provision of transportation by the Driver.

“Fare”: The base payment for the Driver Services (e.g., the amount displayed on the meter).

“Legislation”: The Local Government (Miscellaneous Provisions) Act 1976, the Town Police Clauses Act 1847 and any related local government regulations.

“Passenger(s)”: The individual(s), regardless of age, that actually receive the Driver Services.

“Trading Names”: Means Go2, Go2 Travel, Go2 Executive Travel, Go2 Minibus Hire and all other trading names used.

"Website": www.go2-group.uk and any related digital tools or services.

“Force Majeure Event”: Any event beyond Go2's reasonable control, including but not limited to acts of God, war, terrorism, pandemics, strikes, severe weather, traffic disruptions, or governmental restrictions.

2. Operator Licences

2.1 In accordance with the Legislation, only a person holding the relevant operator's licence may accept a booking made by you.

2.2 Go2 Travel Group Ltd confirms that private hire vehicle operators licences are held with Newcastle City Council and Northumberland County Council, and will procure the necessary licences for any other local authority areas from which it may operate.

3. Provision of Booking Services

3.1 Go2 Travel Group Ltd provides you with booking services, which include the following:

a. Accepting bookings requested by you in advance by telephone or via the Online Platform;
b. Identifying and arranging suitable Drivers to provide the Driver Services to you and/or any Passengers, or by subcontracting your booking to another licensed operator to arrange a suitable Driver;
c. Arranging for the collection of Fares and payment of any invoices (under Clause 9) to be paid directly to Go2 Travel Group Ltd as the Principal contractor;
d. Facilitating the collection of any vehicle repair or cleaning (fouling) charges from the Customer;
e. Maintaining legally required records of the Bookings made;
f. Monitoring trips booked;
g. Liaising with you and the Drivers (and/or any operator to which your booking was subcontracted) in respect of any lost property queries relating to bookings placed via Go2 Travel Group Ltd; and
h. Receiving and dealing with feedback and complaints relating to bookings placed via Go2 Travel Group Ltd (collectively, the “Booking Services”)

3.2 In order to accept a booking request from you, Go2 Travel Group Ltd will require certain information from you, which may include:

a. your name;
b. your telephone number;
c. your email address;
d. yours and any Passengers’ pick-up and drop-off locations;
e. the number of Passengers, pets (see Clause 3.6), and quantity of luggage to be carried in order that a suitable vehicle can be arranged. Unless you advise otherwise, it will be deemed that you require only a standard saloon car;
f. in the event of card payment being made for the Driver Services, your debit or credit card information for secure processing by Stripe; and such details will be used by Go2 Travel Group Ltd in accordance with these Terms and Conditions and our Privacy Policy which can be found at: www.go2-group.uk.

3.3 If the information provided by the customer during the online booking form is not enough then every effort will be made to contact the customer to acquire missing information. If we can’t make contact with the customer for clarification, then any such bookings will remain unconfirmed.

3.4 Go2 Travel Group Ltd may in its absolute discretion without giving reason, refuse or reject any booking request, provided such refusal is not unlawful under the Equality Act 2010.

3.5 Go2 Travel Group Ltd will not accept bookings from or for Passengers aged under 16 years old travelling without adult supervision, and where Go2 Travel Group Ltd has accepted such a booking without having been informed by you that a Passenger is under 16 and travelling without adult supervision, the Driver separately has the right to refuse transportation of unaccompanied minors.

3.6 In the event that you require a vehicle to transport a pet you are required to advise Go2 Travel Group Ltd at the time of making a booking request in order that Go2 Travel Group Ltd may arrange for a suitable Driver, if any, to deliver the Driver Services and Go2 Travel Group Ltd reserves the right to refuse any such booking request in the event that no suitable Driver is available.

3.7 For the avoidance of doubt, an assistance dog is not a pet. While you are not legally obliged to advise us that a Passenger will be accompanied by an assistance dog, it helps us significantly if you do advise us at the time of booking. Go2 Travel Group Ltd will use all reasonable endeavours to provide a suitable Driver. By law, only those Drivers who hold a valid exemption certificate due to medical conditions related to animals are entitled to refuse to carry out the Driver Services for passengers with an assistance dog upon arrival at the pick-up point.

3.8 Go2 Travel Group Ltd accepts bookings at the operating centres specified in the operator licence's detailed in Clause 2.2.

3.9 Go2 Travel Group Ltd will not be liable to you or any other Passengers for any failure, defects or delays in the delivery of the Booking Services or the Driver Services, or any failure or delay in delivering to you or any other Passengers any booking confirmation in the event that:

a. there has been a failure by you to provide the correct phone number before submitting a booking request;
b. your mobile phone does not support the necessary services;
c. your message inbox is full;
d. you erase the confirmation or other information sent to you by Go2 Travel Group Ltd; or
e. you are uncontactable due to lack of signal or for any other reason whatsoever.

3.10 It is your responsibility when making a booking request to ensure that you book a vehicle sufficiently in advance of any appointments, events or onward travel connections, such as train or aeroplane transport as Go2 Travel Group Ltd cannot guarantee that a vehicle may arrive at the specified booked time because of traffic, weather and/or any other unforeseeable or external events, and it is your responsibility to take into account traffic, weather and other conditions that may result in any delay to your journey as Go2 Travel Group Ltd will not be liable to you or any Passengers for any failure to make those appointments, events or onward connections, nor will Go2 Travel Group Ltd be liable to you or any Passengers in the event that a delay arises before you or any Passenger is collected, and it is your responsibility to have appropriate travel insurance in place. Go2 Travel Group Ltd will not take any responsibility for any of our passengers missing their Flights/Trains/Cruise Ships due to the vehicle not arriving at the pick-up address at the booked time due to unforeseeable circumstances such as traffic conditions, adverse weather, or road traffic accidents or road closures. Such factors are totally out of our control. We advise our passengers to travel with necessary travel insurance.

3.11 When a booking request is made for "as soon as possible" or a specified time, Go2 Travel Group Ltd cannot guarantee that a vehicle may arrive at that specified time or within any immediate time period due to Driver availability, traffic, weather conditions and/or other external or unforeseeable events outside of the control of Go2 Travel Group Ltd and Go2 Travel Group Ltd will not be liable to you in the event that any such delay arises before you or any Passenger is collected. Please book your vehicle transfers at least 24 hours in advance as last minute bookings are subject to fleet availability. In cases where a last minute job has been received and we cannot provide services due to non availability of vehicles, we will cancel such bookings and refund the full amount if prepaid. If you are planning to make a booking in the next 24 hours, please contact the office and make sure that vehicles are available for your travel requests prior to booking online.

3.12 In the event that Go2 Travel Group Ltd is notified by a Driver of a significant delay or inability to carry out the Driver Services in respect of a booking that has been made by you, Go2 Travel Group Ltd will notify you as soon as possible and, where a new Driver is required, Go2 Travel Group Ltd will use reasonable endeavours

to identify another Driver to carry out the Driver Services, but in the event that there are no available Drivers to carry out the Driver Services at that time, Go2 Travel Group Ltd will use reasonable endeavours to notify you of the same and will not be liable to you for the missed journey.

3.13 For airport transfers, Go2 Travel Group Ltd will track flight schedules and make reasonable adjustments to pickup times if the flight lands earlier or later than scheduled. However, we cannot guarantee that a suitable vehicle or Driver will be available following such adjustments, particularly during peak times or due to unforeseen circumstances. In such cases, Go2 Travel Group Ltd will notify you as soon as practicable and endeavour to arrange an alternative, but we shall not be liable for any missed journeys, additional costs, or inconvenience arising from flight schedule changes.

3.14 Booking Services provided electronically may from time to time be adversely affected by events that are outside of the control of Go2 Travel Group Ltd, and are subject to the limitations of the enabling technology and networks on which they are reliant, and may be adversely affected by network performance and other operation factors outside of the control of Go2 Travel Group Ltd, and in such instances Go2 Travel Group Ltd will not be held liable for any error in, delay in, or failure in transmission of the Booking Services.

3.15 In the event that you request a specific type or size of vehicle (including Saloons, Eco-EVs, People Carriers, 8-seater Minibuses, or Wheelchair Accessible Vehicles (WAVs)) when making a booking request and a Driver with that vehicle is unavailable, Go2 Travel Group Ltd reserves the right to arrange a suitable alternative for you, even if the alternative will be at a higher Fare, and this includes (but is not limited to) Go2 Travel Group Ltd reserving the right to arrange for two saloon cars to be sent to you in place of an 8 seater vehicle. Normal luggage assumes 1 suitcase (80 x 45 x 25 cm, 15-20 kgs) and/or 1 piece of hand luggage (55 x 40 x 20 cm, 6-8 kgs), the customer must ask for the appropriate vehicle if you have large or numerous amounts of luggage. Go2 Travel Group Ltd will not be liable if you book an inappropriate vehicle size for the number of passengers or amount of luggage, and the Driver may refuse the journey or charge extra in such cases.

3.16 You are responsible for the cost of any technology or software required by you in order to be able to use any of the Booking Services.

3.17 By making a booking request under Clause 3.1(a) or clause 9, you are deemed to have accepted these terms and conditions.

3.18 Automated Textback Notifications & Third-Party Tracking Links:

a. All automated text messages sent by Go2 Travel Group Ltd (including booking confirmations, "driver dispatched", and "driver arrived" notifications) are generated by an automated system and sent from an unmonitored text service. Passengers must not reply via SMS to these notifications. Incoming text message replies are not monitored or received by our dispatch office or Drivers. Go2 Travel Group Ltd accepts no responsibility for missed communications resulting from text replies sent to unmonitored numbers.
b. Automated notifications may contain a hyperlink to a live vehicle tracking map hosted by our third-party software provider, Cab9. Live tracking, vehicle locations, and estimated times of arrival (ETAs) are provided for convenience only. Cab9 is an independent software platform, and Go2 Travel Group Ltd accepts no liability for tracking link failures, network latency, map inaccuracies, software bugs, service outages, or any loss or data issues resulting from opening third-party web links.

4. Go2 Travel Group Ltd Relationship with the Customer and Drivers

4.1 In accordance with UK private hire legislation, Go2 Travel Group Ltd acts as the Principal in the contract for the provision of the Booking Services and the Driver Services. When you make a booking, your contract for the journey is directly with Go2 Travel Group Ltd, not the Driver.

4.2 Go2 Travel Group Ltd will subcontract the execution of the Driver Services to a licensed, self-employed Driver. All subcontracted Drivers undergo rigorous Enhanced DBS background checks and are officially deemed "fit and proper" persons by the relevant local licensing authorities (e.g., Newcastle City Council, Northumberland County Council) who issue their licences. While Go2 Travel Group Ltd enforces strict internal standards for customer service and vehicle presentation, the Drivers remain independent contractors. Go2 Travel Group Ltd shall not be held vicariously liable for the personal conduct, driving infractions, or independent actions of the self-employed Drivers.

4.3 Go2 Travel Group Ltd will supply certain details received in accordance with Clause 3.2 of these Terms and Conditions to the Drivers in order for them to carry out the journey and to communicate with you directly in respect of those bookings.

4.4 When a booking request is made by you via the Online Platform or by telephone, Go2 Travel Group Ltd will supply you with details of the Driver and the Driver Vehicle that will be carrying out the Driver Services for your booking in advance of the Driver's arrival via a text confirmation.

4.5 In the event that the text message referred to in clause 4.4 fails, and Go2 Travel Group Ltd becomes aware of such failure, you will receive either a call from Go2 Travel Group Ltd confirming that a vehicle is on its way, or the Driver may call you directly via Go2 Travel Group Ltd's 'driver connect' system, which allows the Driver to attempt to contact you by telephone three times, and which does not provide you or the Driver with one another's number.

4.6 Go2 Travel Group Ltd does not guarantee that the Driver Services will be available at any time, uninterrupted, timely, secure or error free, nor does Go2 Travel Group Ltd assume any responsibility or liability for any of the Driver Services provided.

4.7 Go2 Travel Group Ltd and 365 Taxis operate under common ownership and shared operating licence arrangements. Go2 Travel Group Ltd reserves the right to fulfill any booking using licensed vehicles and drivers branded under 365 Taxis, or through another vetted, licensed partner operator whenever a Go2-branded vehicle is unavailable. All journeys fulfilled by 365 Taxis or partner operators remain fully governed by these Terms and Conditions.

5. Payment for the Booking Services

5.1 The Booking Services and the use of the Website and the Online Platform are provided to you by Go2 Travel Group Ltd free of charge, and any other charges incurred by you through the use of the Online Platform, including but not limited to mobile network charges, are your responsibility only and not the responsibility of Go2 Travel Group Ltd, and Go2 Travel Group Ltd will not be liable to you for any such charges.

5.2 Go2 Travel Group Ltd reserves the right to introduce a fee for the provision of the Booking Services, including a fee for the use of the Online Platform, and if Go2 Travel Group Ltd does introduce a fee, you will be informed accordingly and you will be able to choose whether or not to continue to use the Booking Services.

5.3 Go2 Travel Group Ltd, any owners, any providers and/or any hosts of the Online Platform may introduce additional charges, such as administration fees or processing charges, for which you may be responsible, and Go2 Travel Group Ltd will notify you of any such fees as and when they arise.

5.4 Any network charges incurred through the use of the Online Platform and/or the Website shall be your responsibility.

6. Payment for the Driver Services

6.1 You are responsible for the payment of the Fare and any Additional Charges. Fares do not include toll charges, parking fees, or airport drop-off/pick-up fees. These are Additional Charges that will be added on top of the final fare displayed on the meter at the end of the journey.

6.2 Except in the case of Account Holder Customers, the Fare and any Additional Charges can be paid:

a. in cash to the Driver at the end of the journey;
b. by card directly to the Driver at the end of the journey;
c. by card using the Online Platform; or
d. by any other means notified to you by Go2 Travel Group Ltd from time to time.

All subcontracted Drivers are required to carry a card terminal and accept both cash and card payments in the vehicle. The driver is within their rights to ask for advance payments for cash journeys if they feel it necessary to do so.

6.3 In-vehicle card machines rely on a mobile data signal. Neither Go2 Travel Group Ltd nor the Driver can be held responsible if a card payment fails due to poor network coverage at the drop-off location. If the signal fails, you must provide an alternative monetary payment method (e.g., cash or an online payment link) to settle the Fare before leaving the vehicle.

6.4 Go2 Travel Group Ltd will facilitate the payment of the Fares and any Additional Charges when you or any Passenger make payment by card using the Online Platform.

6.5 Except in the case of Account Holder Customers, all Fares and Additional Charges are due immediately upon completion of each journey and it is your responsibility to ensure that payment is made as soon as possible upon completion of a journey in the event that there are issues with card payment via the Online Platform.

6.6 In order to make payments by card using the Online Platform, you must provide Go2 Travel Group Ltd with your credit or debit card details, location information and mobile number, and such details will be used by Go2 Travel Group Ltd in accordance with the privacy policy which can be found at: www.go2-group.uk.

6.7 When a trip is booked using our web-booker and card payment is chosen, payments are handled securely by Stripe. For banking and processing purposes, Stripe transactions for Go2 Travel Group Ltd are processed by our affiliated corporate entity, 365 Taxis Limited. You may see 365 Taxis Limited on your bank statement. We may take a pre-authorisation payment amounting to the estimated fare plus an additional £7.00 on your chosen card. Any unused portion is automatically released straight after the booking is complete.

a. the Pre-Authorisation Payment will be taken from your account by Go2 Travel Group Ltd to settle or part-settle the outstanding amount owed by you; and
b. Go2 Travel Group Ltd reserves the right to block or suspend your use of the Booking Services, including your access to the Online Platform until the full amount outstanding from you is paid; and
c. Go2 Travel Group Ltd reserves the right to permanently block you from accessing the Booking Services, which shall include permanently closing down your account on the Online Platform if you regularly fail to make payment for the Driver Services or the amount outstanding is deemed by Go2 Travel Group Ltd to be significant.

6.8 In the event that, after booking, no Driver Services are provided to you, for example if the booking is cancelled in advance by you or by Go2 Travel Group Ltd, the Pre-authorisation Payment will be released by Go2 Travel Group Ltd to your account as soon as possible. Cancellation refunds will only apply to those who

pre-paid or selected cards on the web, as no funds are held for cash bookings. Please note that while refunds are processed automatically through Cab9 and Stripe, it can take multiple working days for the funds to clear into your bank account depending on your card issuer.

6.9 In the event that a card machine loses signal, the Passenger must provide an alternative monetary payment method (such as cash, a different debit/credit card, or an official digital payment link provided by the dispatch office). If a passenger fails to make payment upon completion of a journey (e.g., due to insufficient funds, fleeing the vehicle, or refusing to pay via an alternative financial method), Go2 Travel Group Ltd and the Driver reserve the right to report the incident to the police as theft. Furthermore, the Customer's account, email, and phone number will be immediately blacklisted, and no future services will be provided. Even if an outstanding debt is subsequently settled, Go2 Travel Group Ltd reserves the absolute right to refuse future service at its discretion.

7. Fare Estimates

7.1 Go2 Travel Group Ltd makes available estimated fares for the Driver Services (“Fare Estimation”) which can be obtained via the fare calculator on the Website, through the Online Platform, or by contacting Go2 Travel Group Ltd by telephone.

7.2 Fare Estimations are estimates only based upon the anticipated distance of a journey and do not take into account Additional Charges or other factors such as traffic, waiting times or weather conditions.

7.3 Go2 Travel Group Ltd does not guarantee that any Driver Services shall be provided for the exact amount of the Fare Estimation, and will not be liable to you or any other Passenger in any way for any amount which exceeds the Fare Estimation.

7.4 Go2 Travel Group Ltd reserves the right at any time to establish, remove or revise any Fare Estimation supplied in accordance with clause 7.1.

7.5 A number of factors may result in the Fares applicable being increased from the amount of the Fare Estimation, including but not limited to increased traffic, waiting times, weather conditions and time of day.

7.6 Fares are higher at certain times of day during the week and at certain times of day on weekends, which times are subject to change at the discretion of Go2 Travel Group Ltd, and it is your responsibility to speak directly with Go2 Travel Group Ltd to establish when such increased Fares apply.

8. Customer’s Relationship with the Drivers

8.1 By booking a vehicle via the Booking Services, you are agreeing to meet, and/or you are agreeing that any other Passengers will meet the Driver at the appointed location at the appointed time, to make the booked journey, and you are agreeing to pay the full fare. Go2 Travel Group Ltd operates a strict Zero Tolerance Policy. We will not tolerate any abusive, aggressive, discriminatory, or violent behaviour (including shouting, swearing, racial slurs, or physical threats) towards any of our staff, including office personnel, dispatchers, management, or our subcontracted Drivers. The Driver reserves the absolute right to refuse carriage to any Passenger(s) who demonstrate such behaviour, or who appear intoxicated or under the influence of illegal substances. In the event that Go2 Travel Group Ltd are notified by the Drivers that you are regularly failing to honour this agreement, or otherwise abusing the Driver Services or our staff, Go2 Travel Group Ltd reserves the right to immediately terminate phone calls, cancel bookings without refund, and permanently ban you from using the Booking Services.

8.2 By booking a vehicle via the Booking Services, you accept that you are responsible for the cost of repair, damage or cleaning of a Driver’s vehicle and/or property which result from your actions or inaction (or the actions or inactions of any other Passenger travelling under a booking request made by you) during the

provision of the Driver Services where the damage caused is in excess of normal “wear and tear” and cleaning is necessary. In the event of soiling (e.g., vomiting, spilling food/drink, or pet accidents), a maximum non-negotiable Fouling Charge of £100.00 will be applied to cover professional cleaning and the Driver’s loss of earnings.

8.3 In the event that you are liable under clause 8.2, you are responsible for settling any costs directly with the Driver and Go2 Travel Group Ltd reserves the right to provide your details to the Driver in order that the Driver can pursue you directly for any unpaid Fare and/or Additional Charges.

8.4 In connection with clause 8.3, Go2 Travel Group Ltd reserves the right to pursue you on behalf of the Driver where Go2 Travel Group Ltd is requested to do so by the Driver.

8.5 By booking a vehicle via the Booking Services, you accept that you are responsible for the cost of the journey that is actually taken, and not solely the cost of the journey that is booked in advance, where, for example, the pick-up and drop-off points have changed or additional drop off points are added that differ from the information given when making the booking request.

8.6 To minimise the risk of damage to the Driver’s vehicle during loading or unloading of luggage, we recommend allowing the Driver to handle your luggage where possible. However, the Driver may request that you load or unload your own luggage, particularly if it contains valuable or fragile items (such as golf clubs, musical instruments, or electronics), to avoid any disputes over responsibility. You remain fully liable for any damage caused to the vehicle by your luggage or handling thereof.

8.7 Smoking and vaping are strictly prohibited by UK law in all private hire vehicles. The consumption of food and drink is entirely at the Driver's discretion. We strongly advise against eating in the vehicle to avoid potential £100.00 Fouling Charges, though drinking bottled water is generally acceptable.

8.8 Customers are strictly responsible for all activity that occurs under their web-booker account, phone number, or address. You agree to pay for all Fares and Additional Charges incurred through your booking details, even if the booking was made on behalf of, or used by, a third party. In the event of unpaid debts, fare evasion, abuse of staff, or any breach of these Terms, Go2 Travel Group Ltd reserves the right to permanently block the associated web account, phone number, and physical address from using our Booking Services.

8.9 The Customer agrees to indemnify and hold harmless Go2 Travel Group Ltd, its directors, and its staff from any claims, liabilities, damages, or legal costs arising from the Customer’s or Passenger’s breach of these Terms and Conditions. This explicitly includes, but is not limited to, liabilities arising from damage caused to vehicles during the loading/unloading of heavy or fragile luggage, vehicle fouling, or the violation of any law or third-party rights during the provision of the Services.

9. Account Holder Customers

9.1 All customers who wish to set up an account with Go2 Travel Group Ltd for the provision of the Booking Services must submit an account application form to Go2 Travel Group Ltd in the form required by Go2 Travel Group Ltd (the “Account Application Form”).

9.2 Go2 Travel Group Ltd reserves the right to charge a service charge, which shall be subject to VAT, on each journey booked by an Account Holder Customer.

9.3 Go2 Travel Group Ltd will invoice Account Holder Customers electronically and you agree to pay the invoice by bank transfer by the due date stated in the invoice.

9.4 After every journey taken by them or any other Passenger under their account, the Account Holder Customer will receive a receipt by email from Go2 Travel Group Ltd, which advises of the Fare for any journey

exclusive of VAT and any service charge that is subject to VAT (the “Account Journey Receipt”) and the Account Holder Customer shall have until the end of the next Working Day to raise any queries or issues about the Account Journey Receipt directly with Go2 Travel Group Ltd, otherwise those Account Journey Receipts shall be deemed as agreed for the purpose of invoicing.

9.5 Any queries or issues in relation to an Account Journey Receipt raised with Go2 Travel Group Ltd by no later than the end of the next Working Day, if agreed by Go2 Travel Group Ltd, shall be dealt with by Go2 Travel Group Ltd by way of credit on the next invoice.

9.6 Go2 Travel Group Ltd shall issue invoices at such intervals as shall be agreed (usually monthly or weekly). Invoices will include a breakdown of all journeys taken and shall contain all Fares detailed on the Account Journey Receipts from the preceding accounting period, or such other amounts as agreed between Go2 Travel Group Ltd and the Account Holder Customer in the event that a query or issue has been raised in accordance with clause 9.5 of these Terms and Conditions, and in addition the invoice shall include any Call Out Fees, service charges applicable and VAT.

9.7 In the event that Go2 Travel Group Ltd does not receive payment of an invoice on or before the payment date stated in the invoice, Go2 Travel Group Ltd may immediately suspend the account until payment is received from the Account Holder Customer.

9.8 Where the Account Holder Customer’s account is suspended in accordance with clause 9.7 of these Terms and Conditions, Go2 Travel Group Ltd will not be obliged to arrange Drivers for the pre-booked journeys from and including the date that the payment of the invoice has failed, and shall not be liable to the Account Holder Customer for any liability or costs incurred by the Account Holder Customer as a result of those journeys not being carried out.

9.9 In the event that an Account Holder Customer fails to make payment of an invoice by the payment date stated in the invoice, then without limiting the remedies available to Go2 Travel Group Ltd and/or the Drivers, the Account Holder Customer shall pay interest on the overdue sum from the date payment was due until payment of the overdue sum, whether before or after judgment and the interest under this Clause 9.9 shall accrue each day at 4% a year above the Bank of England base rate from time to time.

9.10 Go2 Travel Group Ltd reserves the right to carry out a credit check on Account Holder Customers before and after agreeing to open an account and may refuse to set up an account or to close the account where a credit check result is unsatisfactory.

9.11 If upon receipt of the Account Application Form, Go2 Travel Group Ltd agrees to open an account, Go2 Travel Group Ltd shall issue the Account Holder Customer with a username and password that must be quoted when making a booking request, and Go2 Travel Group Ltd is entitled to assume that any person who correctly quotes the username and password has authority to make a booking on behalf of the Account Holder Customer.

9.12 It is the Account Holder Customer’s sole responsibility to keep the username and password confidential and Go2 Travel Group Ltd shall not be liable for any Fare nor any Additional Charges that relate to a booking request made by a person who was not authorised by the Account Holder Customer where that person has correctly quoted the username and password.

9.13 In the event that the Account Holder Customer requests (and Go2 Travel Group Ltd agrees) that special payment arrangements are made for their Passenger(s), whereby full or part payment of the Fare and any Additional Charges is made by the Passenger and any outstanding amount is payable by the Account Holder Customer, the Account Holder Customer remains liable for the full Fare and any Additional Charges in the event that the Passenger fails to make their applicable payment.

9.14 In the event that an Account Holder Customer, or anyone else acting on behalf of the Account Holder Customer, makes a booking request and then fails to show up, or any other Passenger fails to show up, at the pick-up point at the allocated time, a Call Out Fee will be incurred by the Account Holder Customer (which for the avoidance of any doubt forms part of the Fare), and the Call Out Fee shall be included in the invoice.

9.15 In the event that an Account Holder Customer has made a booking request with Go2 Travel Group Ltd for a specific journey, and the Passenger's instructions to the Driver vary from those given by the Account Holder Customer, the Account Holder Customer shall be liable for the cost of the actual journey taken under the instruction of the Passenger and not solely for the cost of the journey that was set out in the booking request.

9.16 To cancel the account services, the Account Holder Customer must contact Go2 Travel Group Ltd either by email at info@go2-group.uk or by writing to the following address: Go2 Travel Group Ltd, Communications House, Brunswick Industrial Estate, Newcastle upon Tyne, NE13 7BA

10. Customer Obligations

10.1 In addition to any obligations set out elsewhere in these Terms and Conditions, you are required:

a. to use the Online Platform and the Website without wilfully causing any damage, interruption to services or congestion;
b. not to attempt to circumvent access to, or amend the software used by, Go2 Travel Group Ltd for the provision of the Booking Services;
c. keep any user account that you make for Go2 Travel Group Ltd private, keep your username and password safe; and
d. prevent the disclosure of your account details to any third parties and in the event that those details are disclosed to a third party or otherwise lost, to inform Go2 Travel Group Ltd immediately.

10.2 For airport/rail/seaport transfers, ensure all times are in the UK time zone, inform us immediately of any delays (e.g., flights, trains, ships).

10.3 Provide accurate contact details; failure to be reachable may result in no-show treatment and no refund.

10.4 To book the correct vehicle type and size for all journeys to accommodate the number of passengers and amount of luggage. The Driver must refuse the journey if the number of Passengers exceeds the vehicle's licensed capacity under the Legislation, or if luggage cannot safely fit in the designated luggage compartment as required by law. Go2 Travel Group Ltd cannot guarantee availability of a suitable alternative vehicle if an incorrect one is booked, and we shall not be liable for any resulting delays, refusals, or additional costs. We recommend checking our vehicle luggage guide on the Website www.go2-group.uk or contacting via email at info@go2-group.uk with specifics for guidance prior to booking.

10.5 It is a legal requirement for all Passengers to wear a seatbelt while the vehicle is in motion. Go2 Travel Group Ltd accepts no liability for injuries, damages, or police fines resulting from a Passenger's failure to comply with seatbelt laws.

10.6 Passengers are solely responsible for ensuring they have all their belongings when exiting the vehicle. While our Drivers make reasonable efforts to check vehicles after journeys, items can easily be missed or picked up by subsequent passengers. Neither Go2 Travel Group Ltd nor the subcontracted Drivers accept any liability for lost, damaged, or stolen items. If a forgotten item is found and the Passenger requests its return, a chargeable fare calculated from our operating base to the drop-off location will apply to cover the Driver's time and fuel. Alternatively, at the Driver's discretion, lost property may be handed in to a local police station.

11. Go2 Travel Group Ltd Responsibility for Loss or Damage Suffered by the Customer

11.1 Go2 Travel Group Ltd may only be responsible to you or any Passenger for foreseeable loss and damage caused if it fails to comply with these Terms and Conditions or fails to use reasonable care and skill in the provision of the Booking Services to the standard expected within the industry.

11.2 Go2 Travel Group Ltd is not responsible for any loss or damage that is not foreseeable and, for the avoidance of doubt, loss or damage is foreseeable if either it is obvious that it will happen, or if at the time that a booking was accepted, both Go2 Travel Group Ltd and you knew it might happen, for example if you discussed it with Go2 Travel Group Ltd at the time of making the booking request.

11.3 Go2 Travel Group Ltd does not exclude or limit in any way its liability to you or any Passenger where it would be unlawful to do so, including liability for: a. death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; and b. fraud or fraudulent misrepresentation.

11.4 Go2 Travel Group Ltd is not liable to you or any Passenger for any loss or damage caused to you or any Passenger as a result of any negligence or breach made by the Drivers or any other third party, or for any other liability that is outside of the control of Go2 Travel Group Ltd, including any liability incurred in connection with the Driver Services or whilst the Driver Services are being undertaken, nor for any liability that has been specifically excluded under these Terms and Conditions.

11.5 In the event that Go2 Travel Group Ltd is liable to you or any Passenger under these Terms and Conditions, the extent of that liability shall not exceed £100.

11.6 Under no circumstances shall Go2 Travel Group Ltd be liable for any indirect, special, or consequential losses incurred by the Customer or Passenger. This includes, but is not limited to, the cost of missed flights, trains, cruise ships, events, loss of earnings, or the cost of alternative travel arrangements.

11.7 All subcontracted Drivers are legally required to carry comprehensive "Hire and Reward" private hire motor insurance. In the unlikely event of a road traffic accident, any claims for passenger personal injury or property damage caused by the collision must be directed to the Driver's motor insurance provider. Go2 Travel Group Ltd assumes no separate corporate liability for injuries sustained during a collision.

11.8 Go2 Travel Group Ltd is not liable during Force Majeure Events. Force Majeure Events include any event beyond our reasonable control, including but not limited to acts of God, war, terrorism, pandemics, strikes, severe weather, traffic disruptions, vehicle breakdowns, wildlife hazards, or governmental restrictions.

12. Go2 Travel Group Ltd Relationship with Third Parties

12.1 Separate terms and conditions of use for the Online Platform are made available on the platform and it is your responsibility to read those terms and conditions and to ensure that you comply with those terms and conditions, and Go2 Travel Group Ltd will not be liable for any loss or damaged suffered by you as a result of your use of the Online Platform.

12.2 The Online Platform is or may be made available or accessed in connection with third party products, services and content that Go2 Travel Group Ltd does not control and you acknowledge that different terms of use and privacy policies may apply to your use of these third party services and content, and that Go2 Travel Group Ltd shall not be liable for any such products, services or content.

12.3 Go2 Travel Group Ltd is not responsible for any third party content, products, services or resources that it advertises, through which it advertises or with which it has any links, and any such relationship with third parties should not be interpreted as approval by Go2 Travel Group Ltd of those third parties or their content, products, services or resources and you must satisfy yourself in respect of those third parties.

13. Go2 Travel Group Ltd Right to Make Changes to the Booking Services

13.1 Go2 Travel Group Ltd reserves the right to change or discontinue any part of the Booking Services at any time (including fees or charges for using the Booking Services) and Go2 Travel Group Ltd will use its reasonable endeavours to give reasonable notice of any such changes as soon as reasonably practicable, and such notice may be given on the Website or you may be informed directly by Go2 Travel Group Ltd.

14. Governing Law

14.1 These Terms and Conditions and any dispute or claim arising out of or in connection with them or their subject matter or formation shall be governed by, and construed in accordance with the law of England and Wales.

15. Jurisdiction

15.1 The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with these Terms & Conditions or their subject matter or formation.

16. Go2 Travel Group Ltd Right to Amend these Terms and Conditions

16.1 Go2 Travel Group Ltd may amend these Terms and Conditions from time to time and notice of any changes to these Terms & Conditions will be made available on the Website and shall take effect as soon as they are made available on the Website.

16.2 Go2 Travel Group Ltd shall, where possible, use reasonable endeavours to notify you by email of any changes to these Terms & Conditions, providing that an email has been provided by you to Go2 Travel Group Ltd.

16.3 These terms were updated and implemented on 6th October 2026 and apply to all bookings made on or after this date.

17. Data Protection

17.1 Go2 Travel Group Ltd processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We collect, use, store, and share your personal data (such as name, contact details, booking information, payment details, and location data) to provide the Booking Services, arrange Driver Services, process payments, handle complaints, and comply with legal obligations. Data may be shared with Drivers, licensed operators, and third-party service providers (e.g., for web-booker functionality or credit checks) as necessary for these purposes. We may also use anonymised data for analytics to improve our services.

17.2 Your data is processed on the basis of contract performance (for bookings), legitimate interests (for service improvements and fraud prevention), or legal compliance. We retain data only as long as necessary, typically up to 7 years for financial records or as required by law.

17.3 You have rights under UK GDPR, including access, rectification, erasure, restriction, objection, and portability. To exercise these rights or for more details, contact us at info@go2-group.uk. Our full privacy policy is available at www.go2-group.uk, which explains data handling, cookies, and security measures in detail.

17.4 We implement appropriate technical and organisational measures to protect your data from unauthorised access, loss, or breach. In the event of a data breach, we will notify you and relevant authorities as required by law.

17.5 By using our services, you consent to data processing as described. For international transfers (if any), we use safeguards like standard contractual clauses.

17.6 For the protection of our staff, Drivers, and Customers, and to ensure the highest standards of service, all telephone calls to our dispatch office (including those to 01670 54 54 54) may be recorded for training, monitoring, and dispute resolution purposes. These recordings are held securely and processed in strict accordance with UK GDPR.

18. Complaints and Disputes

18.1 If you have any complaints or feedback regarding the Booking Services or Driver Services, please submit them via email to info@go2-group.uk within 7 days of the incident. Include details such as booking reference, date, time, nature of the complaint, and any supporting evidence. We will acknowledge receipt within 2 Working Days and investigate promptly, aiming to respond fully within 10 Working Days.

18.2 During investigation, we may contact you, the Driver, or relevant third parties for information. If the complaint relates to a Driver, we will liaise with them as agent but are not liable for their actions (see Clause 11). Valid complaints may result in refunds, credits, or other remedies at our discretion.

18.3 If unresolved through our internal process, you may escalate to alternative dispute resolution if available. We commit to mediation via an independent body if agreed. For final resolution, disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales, as per Clauses 14 and 15.

18.4 Nothing in this clause affects your statutory rights under the Consumer Rights Act 2015 or other applicable laws. We keep records of complaints for quality improvement and regulatory compliance.

18.5 For urgent safety issues, contact us immediately. We may suspend services or report to authorities as needed.

19. Accessibility and Safety

19.1 Go2 Travel Group Ltd prioritises inclusive services in compliance with the Equality Act 2010, ensuring no unlawful discrimination based on protected characteristics such as disability, age, or race. We provide reasonable adjustments where possible, including for wheelchair-accessible vehicles upon request.

19.2 Passengers must report any safety concerns (e.g., vehicle condition, Driver behaviour) immediately via email to info@go2-group.uk. We investigate all reports swiftly and may suspend Drivers pending review.

19.3 All Drivers and vehicles must meet strict safety standards under the Legislation, including insurance checks and rigorous local council compliance inspections.

a. Private hire vehicles licensed by our local authorities undergo a strict Council Compliance Test. Under UK law, a valid Council Compliance Certificate legally exempts the vehicle from requiring a standard MOT. Therefore, our fully compliant and rigorously tested vehicles may occasionally display as not having an active MOT on the standard gov.uk checking service.
b. Under Section 75(3) of the Local Government (Miscellaneous Provisions) Act 1976, select premium executive vehicles within our fleet hold legal exemptions from displaying exterior private hire licence plates or door signage. These vehicles are fully licensed and will display mandatory internal window discs. Drivers of exempt vehicles also carry the physical local authority licence plate in the boot of the vehicle, which is available for inspection by the Passenger, Police, or Council Licensing Officers upon request.

19.4 For health and safety, Passengers must follow current protocols (e.g., wearing masks if required by law or Go2 Travel Group Ltd policy) and seatbelt laws. Go2 Travel Group Ltd assumes no liability for health risks, including illness transmission during journeys. We recommend vulnerable Passengers take precautions.

19.5 Go2 Travel Group Ltd encourages sustainability through low-emission vehicles and eco-friendly practices. Where available, we prioritise green options for bookings, but availability is not guaranteed.

19.6 Go2 Travel Group Ltd does not provide child or infant seats. By law, taxis and private hire vehicles are not required to provide child car seats. According to UK government regulations, if a suitable child car seat is not provided, children may travel in a rear seat without one under the following conditions: Children under 3 years old can travel in the rear seat without a child car seat or seat belt. Children aged 3 and older must wear an adult seat belt in the rear seat if no child car seat is available. It is your responsibility to ensure child safety compliance, Go2 Travel Group Ltd assumes no liability for non-compliance.

20. Waiting Time and Airport Transfer Policies

20.1 For all standard, non-airport bookings, Go2 Travel Group Ltd provides a complimentary waiting time of 5 minutes past the scheduled pickup time. If the Passenger fails to meet the Driver or establish contact within 5 minutes, the Driver is entitled to mark the booking as a No-Show and depart. No refunds will be issued for No-Shows. Any waiting time requested by the Customer beyond the complimentary 5 minutes is strictly at the individual Driver's discretion (subject to their schedule) and will be charged at £25.00 per hour pro-rata.

20.2 For all return airport pickups, it is the sole responsibility of the Customer or Booker to provide accurate flight numbers, arrival dates, and scheduled landing times at the time of booking.

20.3 If valid flight details are not provided by the Customer, or inaccurate details are supplied, the booking will be treated strictly as a fixed-time pickup. A maximum complimentary waiting time of 15 minutes from the scheduled pickup time will apply. If the Passenger fails to meet the Driver, cannot be reached, or makes no contact within 15 minutes of the scheduled time, the booking will be declared a No-Show, the Driver will be released, and no refund will be issued.

20.4 Where valid flight details are supplied, Go2 Travel Group Ltd will track the flight schedule and adjust driver dispatch to match the actual landing time. However, in cases of severe flight delays or early arrivals, Go2 Travel Group Ltd cannot guarantee immediate vehicle availability upon landing. While we will make reasonable endeavours to facilitate schedule changes, minor delays may occur while a Driver completes previously allocated bookings or travels to the airport. Go2 Travel Group Ltd accepts no liability for delays or costs arising from flight schedule disruptions.

20.5 Passengers arriving at airports are required to switch on their mobile devices upon landing and contact the dispatch office on 01670 54 54 54 as soon as they have retrieved their luggage, cleared security/customs, or are ready for collection.

20.6 To connect directly to your allocated Driver, you must call 01670 54 54 54 using the exact telephone number provided at the time of booking. Our automated telecommunications system uses CLI caller recognition to bridge calls between the booked passenger and the assigned driver. Calling from an alternative, unrecognised, or withheld phone number will route your call to the central dispatch office rather than directly to the Driver.

20.7 If Passengers experience delays at baggage reclaim, passport control, immigration, or customs, they must call 01670 54 54 54 immediately to inform dispatch.

20.8 If a Passenger fails to switch on their mobile phone, fails to call 01670 54 54 54, or remains uncontactable within 15 minutes of flight landing (or 15 minutes past the scheduled pickup time for non-tracked flights), the booking will be logged as a No-Show, the Driver will be released immediately to undertake other work, and no refund will be issued.

20.9 The 15-minute standard waiting cutoffs set out in Clauses 20.3 and 20.8 do not apply to dedicated "Meet & Greet" bookings. Meet & Greet bookings are a premium service where the Driver actively monitors the flight, enters the terminal arrivals hall holding a name board, and provides up to 45 minutes of complimentary waiting time post-landing.

20.10 Where a Driver agrees to wait beyond the complimentary allowance (whether for airport or standard pickups), waiting time will be billed to the Customer or charged via card pre-authorisation at £25.00 per hour pro-rata plus any additional airport parking or drop-off/pick-up fee surcharges incurred.

21. Miscellaneous

21.1 If any provision of these Terms and Conditions is held invalid or unenforceable by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect.

21.2 These Terms and Conditions constitute the entire agreement between you and Go2 Travel Group Ltd regarding the Booking Services, superseding any prior agreements, understandings, or representations, whether oral or written.

21.3 Any delay or failure by Go2 Travel Group Ltd to enforce any right or provision under these Terms and Conditions shall not constitute a waiver of that or any other right or provision, nor shall it prevent future enforcement.

21.4 Go2 Travel Group Ltd owns all rights, title, and interest in the Online Platform, Website, content, trademarks, and other intellectual property. You are granted a limited, non-exclusive licence to use them for personal booking purposes only. No unauthorised reproduction, modification, or distribution is permitted. Breach may result in account suspension and legal action.

21.5 Go2 Travel Group Ltd may assign or transfer these Terms and Conditions without notice. You may not assign without our written consent.

21.6 No third party shall have rights under these Terms and Conditions except as expressly stated (e.g., Drivers as beneficiaries).

21.7 Notices to Go2 Travel Group Ltd must be made via email to info@go2-group.uk or by writing to the following address: Go2 Travel Group Ltd, Communications House, Brunswick Industrial Estate, Newcastle upon Tyne, NE13 7BA. We may notify you via email, the Online Platform, or post.

22. Promotional Codes, Coupons, and Discounts

22.1 Go2 Travel Group Ltd may from time to time issue promotional discount codes, digital coupons, or temporary booking offers.

22.2 Promotional codes are valid strictly on the designated booking channel specified for that individual campaign (e.g., web booker, or telephone). Discounts cannot be redeemed, transferred, or honored across non-designated channels. If a code is specified as "web only," dispatch staff and Drivers cannot apply or honor the code over the telephone or in person.

22.3 Discounts apply strictly to journeys taking place (scheduled pickup date and time) on or before the specified campaign end date. Bookings created during a promotional window for travel/journey dates taking place after the campaign expiration date are strictly invalid and will revert to standard full-fare rates.

22.4 Unless explicitly stated otherwise in the promotion's advertising material, all promotional codes default strictly to standard Saloon vehicles. Eco-EVs, People Carriers, Minibuses, Wheelchair Accessible Vehicles (WAVs), and Executive fleet options are strictly excluded unless specifically named in the promotion.

22.5 Promotional codes requiring a minimum journey value (e.g., £20.00 minimum fare) apply strictly to the base fare of the journey itself prior to the application of the discount. Third-party or additional fees, including but not limited to airport drop-off/pick-up charges, car park fees, toll charges, cleaning deposits, or extra luggage surcharges, do not count towards the minimum fare threshol**d** and cannot be discounted.

22.6 Go2 Travel Group Ltd reserves the absolute right to restrict promotional code eligibility to specific payment methods selected during checkout. Where a promotional code is designated as "Pay in Vehicle Only," the discount will apply strictly when the Customer selects cash or in-vehicle card payment at the time of booking via the Online Platform. Selecting online card pre-payment or pre-authorisation will automatically invalidate the promotional code. All in-vehicle payments remain subject to Clause 6.2 and 6.3 regarding network terminal signal and valid settlement upon completion of the journey.

22.7 Promotional offers may be issued as a percentage discount, a fixed monetary deduction, or a percentage discount subject to a maximum savings cap per transaction (e.g., "15% off up to a maximum discount value of £25.00"). Unless explicitly stated otherwise, discounts apply strictly to the base journey fare calculated at the time of booking and do not apply to parking fees, tolls, airport drop-off/pick-up charges, or additional passenger/luggage surcharges.

22.8 Individual promotions may be subjected to specific operational parameters, including:

a. Advance Booking Notice: Minimum advance notice windows required prior to pickup time (e.g., minimum 24 hours notice / 1,440 minutes).
b. Geographic Scope: Specific pickup locations, drop-off postcodes, or regional operational zones.
c. Redemption Caps**:** Maximum redemptions per registered customer, web account, household, telephone number, or payment card..

22.9 Promotional codes cannot be combined with Account Holder Customer rates, pre-negotiated corporate contract pricing, fixed contract rates, or any other active offers, coupons, or discounts. Discounts hold zero cash value, are non-transferable, and cannot be refunded or credited.

22.10 If a customer amends a discounted booking (including changes to pickup time, journey date, route, vehicle class, or additional pick/drop points), the original discount will be forfeited, and the booking will be recalculated at standard full-fare rates.

22.11 Go2 Travel Group Ltd reserves the right to void, cancel, or adjust any booking fare where a promotional code was applied due to technical glitches, system errors, software misconfigurations, fraudulent account creation, or unfair manipulation.

22.12 Promotional discounts apply strictly to the original A-to-B route and scheduled pickup time booked. Any subsequent additional waiting time (charged at standard pro-rata rates), extra unscheduled stops, route deviations requested mid-journey, or vehicle fouling charges will be billed at standard full price and are strictly exempt from any promotional discount.

22.13 In the event of a valid cancellation under these Terms, any refund due will be calculated strictly on the net fare actually paid by the Customer after the discount was applied. Promotional codes used on cancelled bookings or bookings logged as a No-Show are non-refundable, non-reinstatable, and cannot be re-applied to future bookings.

22.14 Go2 Travel Group Ltd reserves the absolute right to modify, suspend, limit, or prematurely withdraw any promotional code, coupon, or discount campaign at any time without prior notice or financial liability