

Aylestone Taxis Ltd

Terms & Conditions and Privacy Policy

Terms & Conditions of Service

1. Introduction

These Terms and Conditions ("Terms") govern the use of services provided by Aylestone Taxis Ltd, trading as Aylestone Kings. By booking a journey via our website, mobile app, phone line, or in person, you agree to these Terms.

2. Company Information

Company Name: Aylestone Taxis Ltd
Trading Name: Aylestone Kings
Company Number: 07881172
Registered Office: 753A Aylestone Road, Leicester, LE2 8TG
Contact: info@aylestone-taxis.co.uk | 0116 233 8888

3. Bookings

Bookings can be made via our website, mobile app, or telephone. It is your responsibility to provide accurate details. Quotes are based on the information given; extra charges may apply for changes.

4. Cancellations & Refunds

If you cancel within 5 minutes of booking, no charge applies. After a driver has been dispatched, a cancellation fee may apply. Pre-paid bookings refunded within 5–10 working days.

5. Waiting Time & Additional Charges

First 5 minutes free waiting time for standard pickups. Airport collections include 30 minutes free after landing. Extra waiting charged at standard rate.

6. Passenger Conduct

No smoking, illegal substances, or abusive behaviour permitted. Seat belts must be worn at all times. Drivers may refuse passengers who appear unfit to travel or behave unreasonably.

7. Liability

We are not liable for delays caused by traffic, weather, road closures, or events beyond our control. Customers are responsible for ensuring sufficient travel time.

8. Lost Property

Items left in vehicles will be logged and can be collected by appointment. We are not responsible for valuables left unattended.

9. Payments

We accept cash, card, and account bookings. Corporate accounts are invoiced monthly under separate terms.

10. Governing Law

These Terms are governed by English law and subject to the jurisdiction of English courts.

Privacy Policy

1. Introduction

We value your privacy. This policy explains how we collect, use, and protect your personal data in accordance with the UK GDPR and Data Protection Act 2018.

2. Who We Are

Data Controller: Aylestone Taxis Ltd

Contact: info@aylestone-taxis.co.uk | 0116 233 8888

3. What Data We Collect

Personal details: name, phone number, email, payment details.

Booking information: pickup/drop-off, journey history, special requests.

App/website data: device info, IP address, cookies.

4. How We Use Your Data

To process bookings and provide taxi services. To send booking confirmations and service updates. To improve services and comply with licensing, legal, and safety requirements.

5. Sharing Your Data

We do not sell your data. We may share it with drivers, payment providers, and regulators/licensing authorities where legally required.

6. Data Retention

Booking records kept for at least 12 months (as required by licensing). Account details kept until you request deletion.

7. Your Rights

You have the right to access, correct, delete, or restrict use of your data. You may also object to processing and request data portability.

8. Security

We use technical and organisational measures to protect your data. No system is 100% secure, but we work to safeguard it as much as possible.

9. Cookies

Our website and app use cookies for functionality and analytics. You can manage cookies through your browser settings.

10. Contact Us

For questions about this policy or your data rights, please email info@aylestone-taxis.co.uk.

Aylestone Taxis Ltd

Data Protection & GDPR Statement

Company Details

Company Name: Aylestone Taxis Ltd (trading as Aylestone Kings)

Company Number: 07881172

Registered Address: 753A Aylestone Road, Leicester, LE2 8TG

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1. Commitment to Data Protection

Aylestone Taxis Ltd is committed to protecting the personal data of customers, staff, and partners. We comply with the UK GDPR and the Data Protection Act 2018, ensuring that all personal information is handled lawfully, fairly, and transparently.

2. Data We Process

We may process:

- Passenger details (name, contact information, booking details).
- Journey records (pick-up/drop-off points, times, driver allocation).
- Account details (invoices, payments, reference numbers).
- Driver and staff records (as required by licensing authorities).

3. Purpose of Processing

Data is processed strictly to:

- Provide safe and reliable taxi services.
- Manage account bookings and invoicing.
- Meet licensing and legal obligations.
- Improve our services.

4. Data Security

We use secure booking systems and follow technical and organisational measures to safeguard data. Only authorised staff and drivers have access to personal information necessary to deliver services.

5. Data Sharing

We do not sell personal data. Information may be shared only with:

- Licensed drivers (to fulfil bookings).
- Payment processors.
- Licensing or regulatory authorities, when legally required.

6. Retention

Booking and account records are retained for at least 12 months, as required by local authority licensing. Data is securely deleted when no longer required.

7. Your Rights

You, or your organisation, have rights under GDPR, including:

- Access to data we hold.
- Rectification of inaccurate data.
- Erasure, where legally possible.
- Restriction or objection to processing.

8. Contact

Data Controller: Aylestone Taxis Ltd

■ info@aylestone-taxis.co.uk

■ 0116 233 8888

Aylestone Taxis Ltd

Cookie Policy

1. What Are Cookies?

Cookies are small text files placed on your device to help our website and app function properly and to improve your experience.

2. How We Use Cookies

We use cookies to remember your preferences, improve functionality, and collect anonymous analytics data to help us improve our services.

3. Types of Cookies We Use

- Essential cookies – required for booking and security.
- Functional cookies – remember your preferences.
- Analytics cookies – help us understand how users interact with our site and app.

4. Managing Cookies

You can control and delete cookies in your browser settings. If you disable cookies, some parts of our site or app may not work properly.

5. Contact Us

If you have any questions about our Cookie Policy, please contact us at info@aylestone-taxis.co.uk.