

PINDROP TERMS AND CONDITIONS

Terms of Service

Director of Pindrop

(September 2014).

1. Purpose of the terms and conditions

Pindrop (Rishi Executive chauffeurs Ltd. Is licensed by (TFL Transport for London authorities).

The General Conditions govern the relationship between Pindrop and customers who hire Pindrop for trips. They apply, as long as they are not modified, for all individual contracts between the customer and Pindrop concerning the transportation of persons with cars.

2. Registration and User Rights

Customers have to be legal and real persons aged 18 or more who have successfully registered on the website of Pindrop or the Pindrop application (hereinafter "App") for smartphones and / or tablet computers.

The customer is required to provide true, up to date, and complete data corresponding to the specifications of the registration form at the point of registration, especially first and last name and a valid email address. Additionally, the customer must provide a personal password. The customers email address combined with the customers' password represent the login data for the use of Pindrop services.

The data is always current and accurate. Multiple registrations under different email addresses is prohibited unless the customer creates one account for private use and one account for business purposes in which a legal company name must be provided.

Customers may be informed of legally relevant notices using the email address provided.

3. Conclusion of individual contracts

Individual contracts are concluded on the Pindrop website or by using the Pindrop app.

A customer can present a request by filling out the booking form available on the website as well as on the App. If Pindrop is able to make an offer corresponding to the request of the customer, a non-binding offer and a price, in which are given the details of the journey, will appear on the website or the App. If the customer wants to accept the offer, with the details given in the non-binding offer made by Pindrop, and form a contract with Pindrop for the performance of the transportation service, he will send to Pindrop a binding confirmation by accepting it. This individual contract will be made when Pindrop will send a confirmation to the customer. It is impossible for a customer to make a claim after the confirmation of the contract. As long as the customer has not received a booking confirmation, he can cancel the reservation without any charge.

4. Service obligation of Pindrop

The content and the scope of the service provided by Pindrop an individual contract correspond to the information supplied by the customer when he filled the booking request and received a booking confirmation listing accordingly this information.

As far as in the booking confirmation otherwise agreed, the customer is entitled to book the service for up to four people. In order to transport children under 12 and smaller than 150 cm, the customer has to mention this aspect in the comments field, as these children can be transported in motorized vehicles only if officially approved restraints (= child seats) are used. The customer has the right to carry luggage on a scale that can be stowed in the trunk of a sedan in the upper midrange segment. Animals can only be transported if this is not dangerous for the safety of drivers and passengers, and if there is enough room to take them.

If a customer or a passenger decides not to perform the trip because the information supplied by the customer on the booking page were not sufficient and / or complete for (a) number of transported passengers, (b) number of the children under 12 years, and smaller than 150 cm that need to be transported, and / or (c) excess baggage denied driving unspecified passengers and / or excess baggage allowance, Pindrop remains entitled to be paid of the agreed fee in full for the trip. The same applies if the customer does not start a ride because the safety or space to carry entrained animals does not allow it.

5. Prices - Payment options

Prices are exclusive of any fees and include VAT (Pindrop does not charge any VAT). As far as the booking confirmation does not state otherwise, the price is valid for the agreed journey without stopping and without detour. The customer has to pay the agreed price for the entire trip, even if he or other passengers decide to shorten the trip. Payment is made by credit cards or EC-card. Prepaid credit cards and debit cards (e.g. Visa, Electron) are not accepted.

6. Promotional vouchers

Pindrop distributes promotional vouchers ("vouchers") with a validity date for advertising purpose. These vouchers cannot be sold or bought.

Vouchers can be used before the end of the booking process. It is not possible to use them after the end of the booking process. The balance of a voucher will not be paid in cash nor will it generate interests. The voucher cannot be transferred to a third party. It is not allowed to combine different vouchers. If the balance of a voucher is not sufficient to cover the payment of the trip, the difference can be paid by any of the other payment options offered.

The voucher will not be refund if an individual contract is terminated, as specified in the 3rd paragraph "Conclusion of Individual Contracts" of the Terms and Conditions, because of the customer, provided that the voucher was given through a promotional action and consequently does not give any right to any kind of compensation. This applies for a cancellation of an individual contract regardless of when the cancellation was done.

7. Cancellations - waiting times - Lateness of the customer

The customer can cancel a reservation up to 4 hour before the scheduled pick-up time without any charge. If a customer cancels a booking less than 4 hour before the scheduled pick-up time, but no later than 60minutes before the scheduled pick-up time, the customer owes Pindrop 50% of the agreed fee. If a customer cancels later than 30 minutes before the scheduled pick-up time, the

customer owes Pindrop 100% of the agreed price. If there is no cancellation before the scheduled pick-up time or if cancellation takes place only after the agreed pick-up time, the customer owes Pindrop the agreed payment in full. It is the customers' responsibility to prove that no or less damage was incurred by Pindrop for the cancellation than is being requested by Pindrop

If a customer books a trip from the airport and provide to the driver his or her flight number, and if the flight is delayed, the scheduled pick-up time will vary accordingly to the flight delay.

AIRPORT PICK UPS

Driver will wait for 1 Hour at the Airport from the time actual landing time of the flight after passing that 59 Minutes driver reserves the right to refuse the Journey and get full fare paid, (to prevent that scenario we highly recommend our customers to allow sufficient time at the Airport pick up booking i.e. 45min to 60 min after landing to clear customs, please mention at the time of booking, as we watch closely Flight times.

All other Booking

30 Minutes free waiting after the scheduled pick time started but after that either Driver can refuse and leave with full fare paid or wait further at the rate of minimum £03.00 per five minutes.

Prices include a waiting period of 15 minutes after the scheduled pick-up time. If the customer has not arrived 15 minutes after the agreed upon departure time, the right to transport is expired. At the request of the customer the claim to transport after 15 minutes beyond the agreed upon departure time may be granted; prerequisites for this are the availability of Pindrop as well as the payment of an additional £03.00 per started 5 minute period after the conclusion of the 15 minutes of free wait time for the customer. In these cases it is required that the customer contacts Pindrop (0044 2036330706 via telephone in order to get a confirmation of Pindrop availability. It is the customers' responsibility to prove that no or substantially less damage was incurred by Pindrop.

8. Behaviour in the vehicle

Smoking is prohibited in the vehicle and seat belts must be fastened. The vehicle must be treated with care by passengers. If passengers do not respect these rules, despite a request by the driver, the driver can decide to stop the trip. In this case Pindrop remains entitled to be paid the full agreed fee. Moreover, Pindrop is also entitled to add to this fee a claim for compensation of the costs and expenses that are necessary to eliminate the damages and contamination occasioned by the passengers.

9. Pindrop liability

In case of a breach of contractual obligations or in the event of injury to life, limb or health, Pindrop is liable according to legal regulations. Moreover Pindrop is only liable for intent and gross negligence of its legal representatives and agents.

10. Login Data

The customer must ensure that his or her login data are protected against unauthorized access by third parties, as with the use of the Login Data binding reservations can be made and will be billed to the customer.

If the customer suspects that another person has gained unauthorized knowledge of his or her Login Data, the customer must immediately change his or her password and PIN on the website or by using the app. The customer is responsible for any unauthorized use of his or her customer number, his or her username and PIN, unless the legal representatives and / or agents of Pindrop have directly caused the unauthorized use.

11. Changes of Terms

Pindrop is entitled to amend the terms and conditions for future individual contracts. Changes in the terms and conditions will be announced to the customer in writing, via e-mail or in any other appropriate manner. The changes shall be deemed approved if the customer does not object in writing. After this Pindrop will make the changes and indicate them clearly. If the customer disagrees, he needs to express it within 14 days after Pindrop announced the changes. In case of contradiction Pindrop is entitled to extraordinary termination of the business relationship with the customer. As long as the customer has not agreed / approved to a change of Terms and Conditions, Pindrop is entitled to block the level of authorized use.

12. Privacy Policy

Pindrop is the responsible entity for the purposes of data protection law. The personal data of customers / passengers will be processed by Pindrop for the purposes of contract creation, for the execution of the contract or the termination of the contract. A promotional use happens - if legally permissible - only for purposes of your own advertising (including the recommendation advertising). A transfer to other third parties will happen only to the extent necessary to fulfil the contract, for example the customer's credit card company for billing purposes or to drivers in order to implement trips. Any further use requires the statutory authorization or consent.

Notice pursuant to § 28 paragraph 4 BDSG: The customer / passenger can at any time object to the use of their data for advertising or market and opinion research purposes. The objection must be sent to: Pindrop (Rishi Executive Chauffeurs Ltd.) 134 Rowan Road, West Drayton, Middlesex, UB7 7UE.

Pindrop use on their websites Google Analytics, a web analytics service provided by Google Inc. ("Google"). Google Analytics uses cookies, text files that are stored on your computer, to analyze your use of the website. The information generated by the cookie about your use of the website (including your IP address) is transmitted to a Google server in the USA and stored there. Google will use this information to evaluate your use of the website, compile reports on website activity for website operators and provide other website and internet related services. Google may also transfer this information to third parties if necessary, unless forbidden by law, for such third parties to process these data on behalf of Google. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however, we point out that in this case you may not be able to use the full functionality of the Pindrop websites. By using the Website you consent to the processing of your data by Google in the described manner and for the aforementioned purpose. The customer / passenger has the right to contradict the use of his data. In order to do that, they need to install an add-on, available for download at the following address: tools.google.com/dlpage/gaoptout. For more information, see below or tools.google.com/dlpage/gaoptout www.google.com/intl/de/analytics/privacyoverview.html (general information about Google Analytics and data protection). On this website Google Analytics was the code "gat._anonymizelp ();" enhanced to ensure anonymous collection of IP addresses (known as IP masking).

13. Jurisdiction

Provided that the customer is a merchant, a legal entity under public law or a public-sector fund, any judiciary issues will be dealt with in London.