



Corporate Account Application Form

Section 1: Company Details
Company Name:
Trading Name (if different):
Company Registration Number:
VAT Number:
Company Address:
Postcode:
Website:
Nature of Business:
Estimated Monthly Spend

Section 2: Main Contact Details
Contact Name:
Position:
Email:
Direct Telephone Number:
Section 3: Invoicing Details
Billing Contact Name:
Billing Email:
Accounts Telephone:



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Section 4: Agreement and Consent

You are authorised to open an account on behalf of your organisation.

You have read and agree to our Terms and Conditions.

You consent to a credit check where applicable.

You understand and accept how we handle your data in accordance with GDPR.

Name:

Position:

Signature:

Date:



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DG Cars Account Terms and Conditions

These Terms and Conditions govern the use of account booking services provided by D.G. Private Hire Limited (Company No. 01114927), trading as DG Cars, with its registered office at 6 Little Tennis Street, Nottingham, NG2 4EL.

D.G. Private Hire Limited is a member of the DG Group.

1. SUMMARY OF TERMS

Item	Detail
Contracting Parties	D.G. Private Hire Limited (trading as DG Cars) and the Account Holder
Services Provided	Private-hire vehicle journeys and associated booking services
Term of Agreement	12 months, renewing automatically unless terminated
Journey Booking Methods	Telephone / Email / App / Web / System Integration
Account Access	Account Number and secure PIN or password required
Reference Fields	Optional: Examples: Cost centre, project code and PO number
Payment Terms	30 days from invoice date
Payment Methods	BACS or Direct Debit
Pricing	See separate Pricing Schedule A (as agreed)

2. DEFINITIONS AND INTERPRETATION

2.1 In these Terms, the following definitions apply:

- **Account:** A client account created with DG Cars, accessed via an assigned Account Number and secure PIN or password for booking and monthly invoicing.
- **Administration Fee:** Any agreed fee covering invoicing, account prioritisation, technical integration, reporting, or other enhanced services.
- **Ancillary Fees:** Additional costs related to a journey (e.g. tolls, parking, congestion zone charges).
- **Booking:** A confirmed reservation for a journey made via approved methods using valid account credentials.
- **Booking Fee:** A charge applied per booking via online or offline channels, as outlined in Schedule A or otherwise notified.
- **Business Day:** Any day excluding Saturday, Sunday, or public holidays in England.
- **Cancellation Fee:** A fee incurred for cancelling a booking after dispatch, reflecting time and distance travelled.
- **Charges:** Total payable amounts including fares, account fees, waiting time, and any other applicable costs.
- **Confidential Information:** Commercial, operational, or financial information disclosed during the agreement.
- **Destination Point:** The intended drop-off location for a journey.



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- **Journey:** Transport of passenger(s) from Pick-Up Point to Destination Point by a licensed vehicle.
- **Journey Fare:** The cost of a journey as determined by DG Cars pricing system.
- **Journey Booking Method:** Telephone, email, web portal, app, or other method approved by DG Cars.
- **Licensing Authorities:** The local authorities under which DG Cars holds Private Hire Operator Licences.
- **Passenger:** Person(s) being transported under a confirmed booking.
- **Password / PIN:** Secure credential used to authorise account bookings.
- **Pick-Up Point:** The location from which the journey commences.
- **Reference Code(s):** Optional fields for internal tracking (e.g. cost centre, PO number).
- **Services:** Private-hire vehicle booking and related services provided to account clients.
- **Vehicle:** A licensed private hire vehicle operating under DG Cars operator licence(s).
- **Waiting Time Fee:** A charge applied when a passenger does not board within the applicable free waiting time period. The standard free waiting time is 10 minutes for non-airport bookings and 30–45 minutes for airport collections (depending on location, as detailed in Schedule A). If the passenger boards after this free period, waiting time charges will apply from the requested pick-up time or the driver's arrival time, whichever is later.

3. ACCOUNT USE AND BOOKING

- 3.1 All bookings must be made using the assigned Account Number or Code and secure PIN/password.
- 3.2 The account holder is responsible for safeguarding account credentials and managing authorised users.
- 3.3 Bookings may be made via phone, email, the DG Cars app, or the online system.
- 3.4 Optional reference fields such as cost centre or PO number may be added to the account settings.
- 3.5 All bookings are subject to vehicle availability at the time of request.
- 3.6 DG Cars may fulfil bookings using vehicles operated by other DG Group companies, each of which holds the required Private Hire Operator Licence and insurance coverage.

4. PRICING, FEES AND PAYMENT

- 4.1 Pricing is detailed in Schedule A or otherwise agreed in writing.
- 4.2 Booking Fees may apply to all online and offline bookings as set out in Schedule A.
- 4.3 An Administration Fee applies to all accounts, as specified in Schedule A.
- 4.4 Invoices are issued monthly and must be paid within 30 days of the invoice date.
- 4.5 Payments may be made via BACS or Direct Debit.
- 4.6 Additional charges may apply, including but not limited to:
 - (a) Waiting Time Fees
 - (b) Parking or toll costs
 - (c) Out-of-area pick-ups
- 4.7 All prices are exclusive of VAT unless otherwise stated.

5. TERM AND TERMINATION

- 5.1 This agreement lasts for 12 months and renews automatically unless cancelled by either party with 30 days' written notice.
- 5.2 Either party may terminate this agreement with immediate effect in the event of a material breach by the other party, including (but not limited to) repeated non-payment of invoices, fraudulent use of account credentials, or abuse of booking privileges.



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6. LIABILITY AND COMPLIANCE

6.1 DG Cars will provide services with reasonable care and skill, and in accordance with the regulations of the Licensing Authorities under which it operates.

6.2 DG Cars operates under one or more Private Hire Operator Licences issued by local authorities in the areas where it provides services, in compliance with the Local Government (Miscellaneous Provisions) Act 1976 and other applicable legislation.

6.3 DG Cars is not liable for delays, missed connections, or consequential losses arising from traffic, weather, mechanical failure, or other events beyond its reasonable control.

6.4 DG Cars liability for any loss, damage, or delay arising from the provision of the Services shall be limited to the cost of the specific journey giving rise to the claim.

6.5 Nothing in these Terms limits or excludes liability for death or personal injury resulting from negligence, or for fraud.

6.6 Clients must not allow unauthorised users to access their account.

6.7 DG Cars may use approved, licensed subcontractors for service delivery.

7. CONFIDENTIALITY

7.1 Both parties agree to keep all Confidential Information confidential and not disclose it to third parties without consent, except where required by law or regulation.

8. GENERAL

8.1 These Terms are governed by the laws of England and Wales.

8.2 Disputes will be subject to the exclusive jurisdiction of the English courts.

8.3 DG Cars may amend these Terms with 30 days' written notice. The latest version will be available on our website and communicated to account holders.

8.4 Service availability and response times may vary based on booking volumes, time of day, and vehicle demand. Account holders with agreed Service Level Arrangements (SLAs) will be prioritised accordingly.

9. LOST PROPERTY

9.1 Passengers are responsible for their personal belongings and should ensure they have all items with them when leaving the vehicle.

9.2 If any item is left behind, the passenger should contact our customer service team as soon as possible.

9.3 While we will make reasonable efforts to locate and return lost property, DG Cars accepts no liability for any items lost or left in a vehicle.

9.4 A return fee may apply if a driver is requested to deliver lost property back to a passenger, as set out in Schedule A.

10. DATA PROTECTION

10.1 DG Cars processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

10.2 Account information may be shared within the DG Group for administrative and operational purposes only.

10.3 Full details of how personal data is handled are set out in our Privacy Policy, available on our website.

Issued by:

D.G. Private Hire Limited (Company No. 01114927), trading as DG Cars
Part of DG Group