LadyCab Driver & Fleet Agreement

Version 2.0 – effective 16 November 2026

Key terms at a glance

This summary is part of this Agreement. The clause numbers show where each term is explained in full.

Term	What it is	Detail
Commission (8.1)	10% of each Taxi Fare	No VAT added. Not charged on the Platform Fee or No-Show charges. No card-processing deductions
LadyCab Platform Fee (7)	€5 including VAT, paid by the passenger	Belongs to LadyCab. Never on the meter, never collected by you
Payouts (8.2)	Twice a month	Trips 1st–15th paid around the 17th; trips 16th–month end paid around the 2nd of the next month
Payment (6.5)	All bookings paid through the App	You are not required to take cash
Taxi No-Show (10.2)	5-minute wait, then €5 to the passenger	You receive the full €5 (8.5)
Your hours (2.2)	Your choice	No minimum hours; you may decline any offer
Changes to this Agreement (16)	At least 15 days' notice	You may end the Agreement before a change applies
Ending the Agreement (14)	You: any time	LadyCab: 30 days' notice, except the cases in 14.4

1. About this Agreement

1.1 The parties. This Agreement is between Lady Cab Limited, trading as LadyCab, a company registered in Ireland (Company Registration Number 800701; VAT number 4499667KH; NTA dispatch operator licence number DH12650; registered office Suite 11206, 26/27 Upper Pembroke Street, Dublin 2, D02 X361) ("LadyCab", "we", "us"), and you, the Driver or Fleet Operator who registers with LadyCab ("you"). A "Fleet Operator" is a business that holds SPSV vehicle licences and arranges for Drivers to drive those vehicles.

1.2 What it covers. This Agreement sets the terms on which you use the LadyCab Driver App and receive Taxi, Executive and LadyCab Limousine bookings from LadyCab passengers.

1.3 Related documents. Passengers book under the LadyCab Passenger Terms and Conditions (Version 3.0). The rules in this Agreement on Fares, the Platform Fee, cancellations and No-Shows match those Terms, and you must apply them as written. The LadyCab Driver Handbook sets out day-to-day operational and service standards, and our Privacy Notice explains how we use your personal data. If the Driver Handbook or any other policy conflicts with this Agreement, this Agreement applies.

1.4 Irish law. LadyCab operates only in Ireland. This Agreement is governed by Irish law and is written to comply with, in particular:

- the Taxi Regulation Act 2013;
- the Taxi Regulation (Small Public Service Vehicle) Regulations 2015 (S.I. No. 33 of 2015) (the "SPSV Regulations");
- the Taxi Regulation (Maximum Fares) Order 2024 (S.I. No. 479 of 2024) (the "Maximum Fares Order");
- the Small Public Service Vehicle (Cashless Payment Facility) Regulations 2022 (S.I. No. 294 of 2022);
- the Equal Status Acts 2000–2018 and the Road Traffic Acts;
- the Data Protection Act 2018, together with the General Data Protection Regulation; and
- the EU Platform-to-Business Regulation (Regulation (EU) 2019/1150), which applies directly in Ireland and sets rules on how booking platforms treat the businesses that use them.

If anything in this Agreement conflicts with the law, the law applies.

2. Your independent status

2.1 You run your own business. You provide passenger transport as an independent business. You are not an employee, worker, partner or agent of LadyCab.

2.2 Your freedom. You decide whether and when to log in to the Driver App. There are no minimum hours or minimum number of bookings. You may decline any booking offer without penalty. You may work with other dispatch operators and apps and take street hails. You provide and pay for your own vehicle, fuel, equipment and running costs.

2.3 Tax. You are responsible for your own income tax, PRSI and other Revenue obligations on your earnings.

3. Eligibility and documents

3.1 What you must hold at all times.

- a current NTA SPSV driver licence (which requires vetting by An Garda Síochána);
- a current SPSV vehicle licence of the right category: taxi for Taxi bookings, and hackney or limousine for Executive and LadyCab Limousine bookings;
- insurance covering the carriage of passengers for hire or reward;
- a vehicle that meets NTA vehicle standards and holds any required test certificate; and
- for taxis, a taximeter and receipt printer calibrated to the Maximum Fares Order, and a working card-payment terminal.

3.2 Providing documents. You must give us copies of these documents before you are activated and send us each renewal before the old document expires.

3.3 Telling us about changes. You must tell us within 24 hours if any licence or insurance policy expires, or is suspended, revoked or restricted. You will not receive bookings until valid documents are in place.

3.4 LadyCab vehicle checks. Our vehicle inspector may check your vehicle against our cleanliness, safety and presentation standards. These checks are in addition to, and do not replace, NTA licensing inspections and statutory vehicle tests.

3.5 Fleet Operators. If you are a Fleet Operator, each person who drives your vehicles for LadyCab bookings must meet clause 3.1 and accept this Agreement in their own name. Before allowing anyone to drive your vehicle for reward, you must carry out the checks and keep the records required by Regulation 49 of the SPSV Regulations. You are responsible for your Drivers' compliance with this Agreement. Payouts for your vehicles are made to you.

4. How bookings are offered

4.1 Main parameters. The Driver App offers each booking using the following main parameters, in order of importance:

- the service and vehicle needed (Taxi, Executive or Limousine; passenger capacity; wheelchair accessibility);
- whether the passenger has requested a female Driver, in which case the booking is offered only to Drivers registered as female;
- your distance and estimated time to the pickup point; and
- whether you are logged in and available.

LadyCab does not accept payment for priority in booking offers.

4.2 Accepting and declining. Declining or ignoring a booking offer has no effect on future offers. Once you accept a booking, you must complete it or cancel it promptly through the App. Repeated cancellation of accepted bookings without good reason may lead to a review under clause 14.

5. Carrying passengers

5.1 Your legal duties. You must follow the duties in the SPSV Regulations, including:

- taking passengers and luggage where they reasonably direct, and waiting where and for as long as they reasonably require;
- carrying your SPSV Driver Identity Card and displaying your Driver Display Card;
- not being abusive, threatening or offensive, and not discriminating against any passenger on a ground covered by the Equal Status Acts;
- carrying assistance dogs and mobility aids at no extra charge;
- not carrying more passengers than your vehicle licence allows; and
- not driving for reward for longer than the driving-hours limit in Regulation 40 of the SPSV Regulations.

5.2 Safety. You must be fit to drive and must never drive while impaired by alcohol, drugs or fatigue. You are responsible for making sure passengers under 17 wear seat belts. No smoking or vaping in the vehicle.

5.3 Refusing or ending a journey. You may refuse or end a journey only where it is reasonably necessary on the grounds listed in clause 9.2 of the Passenger Terms (danger, unlawful requests, violence or abuse, over-capacity, or a genuine safety risk). Having had a drink is not, by itself, a reason to refuse. Report every refused or ended journey to LadyCab through the App.

5.4 Female-driver bookings. If you accept a booking for which a female Driver was requested, you must perform it yourself. Never pass it to another Driver. If you cannot attend, cancel through the App at once so that LadyCab can reallocate it.

5.5 Lost property. Tell LadyCab through the App about any property left in your vehicle. Return it through LadyCab or hand it in at a Garda station.

5.6 Your dignity and safety. LadyCab does not tolerate abuse, threats or harassment of Drivers. Report any such incident and we will act on the passenger's account under the Passenger Terms.

6. Fares, fare entry and payment

6.1 The taximeter. On a Taxi booking you must use the taximeter as the SPSV Regulations require, and you must never charge more than the Maximum Fares Order allows.

6.2 Booking fee and extras. LadyCab bookings are pre-booked, so you may apply the €3 booking fee permitted by the Maximum Fares Order. The only other extras you may add are those the Order permits: additional passengers, tolls and, where applicable, a soiling charge. All of these are included in the taximeter total.

6.3 Entering the Fare. At the end of every Taxi journey you must enter in the App the exact final taximeter total, including the booking fee and extras. It must match your taximeter receipt. Never include the Platform Fee, a tip or any other amount. If a passenger is overcharged because of an incorrect entry, LadyCab will refund the passenger and deduct the overcharge from your payout. Deliberately entering a higher Fare is a serious breach under clause 14.4.

6.4 Receipts. You must offer the printed taximeter receipt required by Regulation 56 of the SPSV Regulations, or for hackney and limousine journeys the receipt required by Regulation 57. LadyCab's electronic receipt does not replace your duty.

6.5 How passengers pay. All LadyCab bookings are paid through the App. LadyCab does not require you to take cash payments. If a passenger asks to pay a Taxi Fare in cash, contact LadyCab Support through the App before the journey ends. Your taxi's own card terminal must still accept card payment as the law requires. You must not set a minimum amount for card payments, must not add a surcharge and must never record a passenger's card details.

6.6 Soiling. You may charge a soiling charge only for the reasonable cost of cleaning, up to the maximum in the Maximum Fares Order (currently €140). Send LadyCab photographs of the soiling through the App on the same day.

7. The LadyCab Platform Fee

7.1 What it is. LadyCab charges passengers a Platform Fee, currently €5 including VAT, for each completed Taxi journey booked through LadyCab. The Platform Fee is LadyCab's own charge for its booking, dispatch, payment and support services. It is charged to the passenger through the App and belongs entirely to LadyCab. LadyCab may change the Platform Fee for future bookings; a change does not affect your Fare or your commission.

7.2 What it is not. The Platform Fee is not part of your Fare. It is not your earnings, a surcharge, a tip, an NTA charge or the NTA booking fee, and LadyCab does not collect it on your behalf.

7.3 What you must not do.

- add the Platform Fee to the taximeter or to the Fare you enter in the App;
- ask a passenger to pay the Platform Fee to you, in cash or otherwise;
- describe the Platform Fee as an NTA charge or as your own charge;
- waive, refund or change the Platform Fee; or
- claim any share of the Platform Fee.

Refer any passenger question about the Platform Fee to LadyCab. Any breach of this clause is a serious breach under clause 14.4, and you must repay any amount you collected.

7.4 Permanent and unconditional. Your agreement in this clause 7 is unconditional and permanent. It applies whatever the amount of the Platform Fee, including if LadyCab increases, reduces, waives or stops charging it, and it continues after this Agreement ends. You must also sign the Platform Fee acknowledgement in the Schedule before receiving any booking.

8. Commission and payouts

8.1 Commission. LadyCab's commission is 10% of each Taxi Fare entered in the App. Nothing is added to the commission for VAT: LadyCab, as an Irish VAT-registered company, accounts for any VAT due. Commission is not charged on the Platform Fee or on No-Show charges. LadyCab pays all card-processing costs; nothing is deducted from your payout for them.

8.2 Fares paid in the App. When a passenger pays the Fare in the App, LadyCab collects it as your payment collection agent, and the passenger's payment to LadyCab settles the passenger's debt to you. LadyCab pays you the Fares collected, less the 10% commission and any adjustments under clause 8.6, in two settlement periods each month:

- Settlement Period 1: trips completed between the 1st and the 15th of the month are paid on or around the 17th of that month.
- Settlement Period 2: trips completed between the 16th and the last day of the month are paid on or around the 2nd of the following month.

8.3 Settlement statements. Each payout comes with a settlement statement showing your completed journeys, gross earnings, LadyCab commission, No-Show charges paid to you, any adjustments and the final payout amount. Please check each statement and tell LadyCab Support promptly if you think anything is wrong.

8.4 Fares not paid through the App. If a Fare for a LadyCab booking is paid to you outside the App with LadyCab's approval, the 10% commission on that Fare is deducted from your next payout or, if the payout is not enough, invoiced to you for payment within 14 days.

8.5 No-Show charges. The €5 No-Show charge is paid by the passenger through the App. Where you followed the procedure in clause 10.2, LadyCab pays you the full €5, with no commission deducted, in the next settlement period.

8.6 Adjustments and holds. LadyCab may deduct from your payout overcharges refunded to passengers, chargebacks upheld on your journeys and other amounts you owe under this Agreement. While we investigate suspected fraud or a chargeback, we may hold back only the amount in question. We will tell you why and aim to finish the investigation within 30 days.

8.7 Changes to commission. Any change to the commission rate or payout terms is made only under clause 16, with at least 15 days' notice, and never applies to journeys already completed.

9. Executive and LadyCab Limousine bookings

9.1 Licensing and branding. Executive bookings require a hackney or limousine vehicle licence. LadyCab Limousine bookings require a limousine vehicle licence and are offered to female chauffeurs; the service is open to all passengers. Signs on hackneys and limousines, including LadyCab branding, need NTA approval under Regulation 48 of the SPSV Regulations. LadyCab will supply only branding that complies, and you must not add other signage.

9.2 Price and your payment. LadyCab agrees the price with the passenger. Your payment for each Executive or Limousine booking is the amount shown in the booking offer, which you see before you accept. Tolls on Executive and Limousine journeys are included in that amount and are not reimbursed separately; the offer tells you where tolls are expected. You must not negotiate a different

price or service with the passenger; refer any request for changes, extra waiting or extra stops to LadyCab.

9.3 Booking record. The booking details in the Driver App (pickup, destination, the hirer's name and contact details, and the agreed fare) are your booking record under Regulation 59 of the SPSV Regulations. You must be able to show them to the passenger on request.

9.4 Waiting and No-Shows. You must apply the waiting times in clause 7.5 of the Passenger Terms: 15 minutes free and a No-Show after 30 minutes for a standard pickup; for an airport pickup, 60 minutes free and a No-Show after 90 minutes, both measured from the actual landing time. Do not mark a No-Show until the waiting time has passed and you have tried to contact the passenger.

9.5 Executive standards. On Executive and Limousine bookings only, you must meet LadyCab's Executive presentation standards, which cover dress, vehicle presentation, punctuality and Meet & Greet.

10. Cancellations and No-Shows

10.1 Passenger cancellations. Passengers may cancel free of charge until the 5-minute waiting period has ended. You must never ask a passenger for a cancellation payment.

10.2 Taxi No-Show procedure. You may mark a Taxi booking as a No-Show only after you have:

- arrived at the confirmed pickup point, as shown by the App's location record;
- waited at least 5 minutes from the later of your arrival and the confirmed pickup time; and
- tried to contact the passenger through the App.

The No-Show charge does not apply if, on a pre-booked journey, you arrived more than 10 minutes after the confirmed pickup time. Marking a false No-Show is a serious breach under clause 14.4.

10.3 Your cancellations. If you cannot attend an accepted booking, cancel it through the App as early as possible so that it can be reallocated. You must never send another person in your place.

11. Safety, incidents and CCTV

11.1 Reporting. In an emergency, call 112 or 999 first. Report every accident, assault, threat, harassment or other serious incident on a LadyCab booking to LadyCab within 24 hours.

11.2 Investigations. You must cooperate with LadyCab investigations of complaints, incidents and payment disputes, and give us the information and documents we reasonably ask for. Where a serious safety allegation is made, we may suspend your access while we investigate, as set out in clause 14.1.

11.3 CCTV. LadyCab recommends, but does not require, in-vehicle CCTV. If you operate CCTV or a dash camera, you are the data controller for the footage and must comply with data-protection law. This means displaying notices to passengers, keeping footage secure, keeping it only as long as necessary, and not publishing it. LadyCab does not require audio recording. If we ask you to preserve footage relevant to a complaint or incident, you must do so where you can.

12. Data protection

12.1 Passenger data. Use passenger details only to perform the booking. You must not keep them, contact passengers after the journey for any other purpose, share their details or post them online.

12.2 Your data. LadyCab is the data controller for the data we hold about you, as explained in our Privacy Notice. In the Driver App you can see your journey history, Fares, commission, payouts and statements, and you can ask us for a copy of your data. After this Agreement ends, we keep your

records only for as long as the law requires, including the booking and complaint records we must keep as a dispatch operator.

13. Insurance and liability

13.1 Your insurance and responsibility. You must keep insurance covering the carriage of passengers for hire or reward, and we recommend public liability insurance. You are responsible for the journeys you provide and for your own acts and omissions. You will compensate LadyCab for loss, claims and regulatory penalties caused by your negligence, unlawful conduct or breach of this Agreement.

13.2 LadyCab's responsibility. LadyCab will provide the Driver App and its services with reasonable care and skill. We are not responsible for loss of earnings caused by events outside our reasonable control, such as network or payment-system failures. LadyCab's total liability to you in any 12-month period is limited to the commission you paid in that period.

13.3 Liability never excluded. Nothing in this Agreement excludes or limits liability for death or personal injury caused by negligence, for fraud, or any other liability that cannot be excluded by law.

14. Suspension and ending this Agreement

14.1 Suspension. LadyCab may restrict or suspend your access where reasonably necessary: if your documents are not valid, while a serious safety allegation is investigated, if fraud is suspected, or for breach of this Agreement. We will give you written reasons, by email or in the App, before or when the suspension takes effect. You can reply with your account of the facts to support@ladycab.ie. If we lift the suspension, we will restore your access promptly.

14.2 Ending by you. You may end this Agreement at any time by notice in the App or by email.

14.3 Ending by LadyCab with notice. LadyCab may end this Agreement by giving you at least 30 days' written notice with reasons.

14.4 Ending by LadyCab without notice. LadyCab may end this Agreement immediately, giving reasons without delay, where:

- the law requires it, including where your SPSV licence or insurance has expired or been revoked;
- you have repeatedly breached this Agreement; or
- you have committed a serious breach, meaning violence, sexual misconduct, harassment or discrimination against a passenger; deliberate overcharging or a false Fare entry; misuse of the Platform Fee under clause 7; a false No-Show; or fraud.

14.5 After the Agreement ends. We will make your final payout within 14 days, less any amounts you owe. You must remove LadyCab branding from your vehicle and stop using any passenger data. Rights and obligations that arose before the end continue, and clause 7 and the Platform Fee acknowledgement in the Schedule continue to apply permanently.

15. Complaints and disputes

15.1 Raising a complaint. Email support@ladycab.ie. We will acknowledge your complaint within 5 working days and aim to respond within 10 working days of receiving the information we need.

15.2 Mediation. If a dispute is not resolved, either of us may propose mediation under the Mediation Act 2017. Mediation is voluntary and does not stop either of us going to court.

15.3 Law, courts and regulators. The Irish courts have jurisdiction. Nothing in this Agreement stops you contacting the NTA, An Garda Síochána, the Data Protection Commission, the Workplace Relations Commission, Revenue or any other public body.

16. Changes to this Agreement

LadyCab may change this Agreement to reflect changes in the law or regulation, safety requirements, our services, our commission or prices, or our technology. We will give you at least 15 days' notice of any change by email and in the App, unless the law requires a change sooner or it is needed to deal with an unforeseen and imminent security risk. Changes never apply to journeys already completed. If you do not accept a change, you may end this Agreement before it takes effect under clause 14.2.

17. General

This Agreement and the documents referred to in clause 1.3 are the whole agreement between us. If any part is found invalid, the rest remains in force. If we do not enforce a right straight away, we can still enforce it later. LadyCab may transfer this Agreement to a business that takes over its services, on notice to you; you may not transfer it. Notices to you are sent to the email address on your account; notices to LadyCab go to support@ladycab.ie and to our registered office. You may accept this Agreement electronically, as permitted by the Electronic Commerce Act 2000. This Agreement is written in English.

18. Signature

Signed by the Driver or Fleet Operator and by Lady Cab Limited. Electronic acceptance in the Driver App has the same effect as signing.

Driver / Fleet Operator full name: _____

SPSV driver licence number: _____

Fleet Operator company name and CRO number (if applicable): _____

Signature: _____

Date: _____

Signed for Lady Cab Limited by (name and role): _____

Signature: _____

Date: _____

Version 2.0 – effective 16 November 2026. This version replaces all earlier versions of the LadyCab Driver & Fleet Agreement.

LadyCab

Schedule – Platform Fee acknowledgement

This acknowledgement forms part of the LadyCab Driver & Fleet Agreement. It must be signed before you receive any LadyCab booking.

I, the undersigned Driver or Fleet Operator, confirm that I have read clause 7 of the Agreement and I understand and agree that:

1. The LadyCab Platform Fee is a fee charged to passengers by Lady Cab Limited, trading as LadyCab (CRO 800701), for its own booking, dispatch, payment and support services. It is not a charge for the transport service I provide.
2. The Platform Fee belongs to Lady Cab Limited alone, in full, for every journey. I have no right, share, interest or claim in any Platform Fee, now or at any time in the future, for any reason whatsoever.
3. This remains the case whatever the amount of the Platform Fee, including if Lady Cab Limited increases, reduces, waives, suspends or stops charging it, and whether the Platform Fee is paid in the same transaction as my Fare or shown on any receipt, statement or record.
4. The Platform Fee is not part of my Fare, my earnings, a tip, a surcharge, an NTA charge or the NTA booking fee, and it is never included in my payout.
5. I will not add the Platform Fee to the taximeter or to the Fare I enter in the App. I will not ask a passenger to pay it to me, collect it, keep any part of it, change it, waive it, refund it, or describe it as my charge or as an NTA charge. I will refer every passenger question about it to LadyCab.
6. If I collect or keep any Platform Fee, I will repay it to Lady Cab Limited in full, and Lady Cab Limited may deduct it from my payouts. Doing so is a serious breach under clause 14.4 of the Agreement.
7. This acknowledgement is unconditional and permanent. It continues to apply after the Agreement ends, for every journey I performed through LadyCab.

Driver / Fleet Operator full name: _____

SPSV driver licence number: _____

Signature: _____

Date: _____

Witnessed for Lady Cab Limited by (name and role): _____

Signature: _____

Date: _____