

# Parents, Guardians, Students, and Third Parties: Terms and Conditions of Booking via the I-GTM Platform

These terms apply to all users of the I-GTM platform, including parents, guardians, students, suppliers, and other third parties, for recording travel details and booking coaches or taxis.

## Overview

### About I-GTM

I-GTM is a software company providing schools with a student whereabouts and travel record-keeping application to help them meet compliance and legislative requirements.

Our platform enables parents to book taxis directly with licensed private hire vehicle (PHV) providers, connecting them through our technology. We charge a platform fee for facilitating communication between bookers and taxi companies, including quotes and booking confirmations. Additionally, we charge API fees to cover the system integration costs with suppliers.

As a disclosed introducer, we facilitate transport bookings but do not hold an Operator's Licence. Responsibility for the safe and legal operation of vehicles lies solely with the transport provider or driver. We do not guarantee the suitability or reliability of private hire companies.

I-GTM integrates with third-party APIs to display additional information for convenience. We do not guarantee the accuracy of third-party data and recommend bookers independently verify any critical information.

# General

## Definitions

In these terms and conditions:

**Customer, Client, or You:** Refers to any person, company, organization, or firm that purchases or uses Services from I-GTM.

**Booking Form:** The form provided by I-GTM to record and notify travel and whereabouts plans and to order travel Services.

**Services or Travel:** Refers to all products and services made available by I-GTM from time to time.

**Transport Provider:** Refers to a coach hire firm, licensed taxi company, or private hire company.

**Driver Partner:** Refers to a licensed private-hire vehicle driver or a licensed Hackney Carriage driver.

**Airport Guardians:** Refers to any individual employed or contracted by I-GTM or its partners, including but not limited to GTMatrix, to oversee the transit of students through UK airports on main school travel days.

**Sponsored Student, Tier 4, or Student Visa:** Refers to a visa type held by a student studying in the United Kingdom without a UK passport or attending an educational institution in the UK under a Student Visa.

**Unaccompanied Minor or UM:** A child who is travelling on an official airline UM booking. A UM flight will be booked and paid for directly with the airline.

**The Company, We, Us, Our, or I-GTM:** Refers to I-GTM Ltd.

## 1. Provision of Travel

### a) Travel Booking

**i. Scope of Terms**

These terms apply to all users of the I-GTM platform, including parents, students, suppliers, and others, for recording travel details and booking transport services such as coaches and taxis.

**ii. Booking Exclusivity**

All bookings must be made exclusively through I-GTM. Bookings made outside the platform are invalid and will not be processed.

**iii. Access and Email Monitoring**

Access to I-GTM is via Single Sign-On (SSO) using the email address registered in the school's MIS or parent portal.

All correspondence will be sent to this email address. Users must monitor this address and authorise bookings promptly. Unauthorised bookings may not result in a dispatched taxi.

**iv. Authorisation Process**

Parents/Guardians: A confirmation request will be sent to the email registered in the school's MIS. Bookings are not authorised until the email link is clicked. Taxis will not be dispatched without this authorisation.

Students Booking Their Own Travel: Students must nominate a contact with parental responsibility registered in the school's MIS. This person must authorise the booking via email before dispatch.

**v. Data Accuracy**

It is the user's responsibility to provide accurate information, including flight details, travel times, and other critical data. I-GTM is not responsible for delays or issues caused by incorrect data entry.

**vi. Booking Communication**

Confirmation of booking times will be sent to the booker's email address. It is their responsibility to relay this information to the student.

While I-GTM aims to send booking reminders 24 hours before travel, the primary responsibility for communication lies with the booker.

**vii. Transport Cancellations**

Cancellations made within 24 hours of dispatch will be charged to up to 100% of the fare, depending on the policy of the individual supplier.

**viii. Taxi meeting protocol**

Students must ensure they are ready for collection at the appointed time and location, whether at a designated central collection point or an agreed address.

It is the responsibility of the adult making or authorising the booking to inform the students of the booking details, including the time and place, and they must actively look out for their transport.

**ix. Mobile Phone Requirements**

The booker must provide a valid mobile phone number for the student at the time of entering the booking. This number will be made available to the private hire vehicle provider.

Students must have their phones switched on, charged, and with sufficient credit to make or receive calls at the appointed collection time.

Failure to supply a valid and active phone number may result in the driver or controller being unable to locate the passenger, potentially triggering an intervention, which will be charged as specified in Clause 4.

**x. Late Arrival of Vehicle**

If the vehicle is late, the customer or student should contact the Transport Provider directly to resolve the issue.

**xi. Airport Collection Protocol**

Students being collected from an airport must:

Ensure their mobile phone is switched on, charged, and ready for use as outlined in ix. above.

Follow one of the designated meeting procedures:

Proceed to the specified meeting point in the terminal or car park, using inter-terminal transport if necessary.

Look for a driver holding a name board displaying the student's name in the arrivals hall.

By adhering to these protocols, the collection process can proceed efficiently and minimize delays or additional charges.

## b) Departures from School

### i. Scheduled Departures

I-GTM is not responsible for the scheduling of coaches or the designated departure point.

Students who arrive late for a scheduled departure risk being left behind and may still be charged the full fare.

### ii. Non-Scheduled Travel

Suggested collection times for flights departing the UK are calculated based on travel time to the airport plus a contingency for delays. These parameters are configured by the school within the I-GTM platform.

I-GTM accepts no liability for the accuracy of these suggested timings.

### iii. Flight Connections

I-GTM and its transport partners cannot guarantee that students will reach their flights on time. Transport providers will use their best efforts to deliver students to their destinations promptly, but unforeseen circumstances may result in delays or failure to arrive.

By using I-GTM services, you agree to indemnify and hold I-GTM harmless against any claims for missed flights, appointments, or other consequences arising from delays or a failure to reach the destination.

These terms ensure transparency regarding departure logistics and outline responsibilities to minimize misunderstandings.

## c) Arrivals to School

### i. School Availability

I-GTM is not responsible if the school is closed or unable to receive returning students upon their arrival.

ii. Responsibility of the Booker

It is the sole responsibility of the individual booking the travel to ensure that the school will be open and prepared to receive the student at the scheduled time.

## d) Scheduled Coach Travel

i. Timetable Accuracy

Any coach timetable information displayed in the booking form or parent dashboard relies on the accuracy of data entered into I-GTM. This responsibility lies with the school, which may delegate this task to a third party, including I-GTM. I-GTM assumes no liability for the accuracy of any displayed timetable.

ii. Service Operation

I-GTM accepts no responsibility or liability for the operation of any services booked through the booking form.

These terms establish the limitations of I-GTM's responsibilities concerning coach timetables and service operations.

## e) Ride Share (non-scheduled travel)

i. Ride Share Options

Ride sharing is optional, and the person booking can opt out.

ii. Software Restrictions

The system will automatically disallow ride sharing in the following scenarios:

a. When collecting students from multiple locations would result in unacceptable wait times.

b. When students' arrival times at the same departure point differ significantly, causing one or more students to face unacceptable delays waiting for others.

c. For arrivals into the UK, between airport terminals. Private hire companies will not collect students from one terminal and then proceed to another, as this creates excessive delays and additional costs.

These guidelines ensure efficient and timely travel arrangements while allowing flexibility for bookers to opt out of ride-sharing options.

## f) Route and Time Variation

### i. Booking Changes

Any changes to a booked route or travel plan require the booker to cancel the original booking and create a new one, except in the following case:

a. Pickup time for a taxi can be adjusted directly via the dashboard.

### ii. Provider Responsibility

I-GTM accepts no responsibility for the private hire provider receiving, processing, or acting upon a time change request.

By using this feature, you agree to indemnify I-GTM against any and all claims arising from the provider's failure to amend the booking.

These terms ensure clarity and minimize liability for changes to travel arrangements.

## g) Seating Capacity, Passengers, Luggage and Passenger Conduct

### i. Quoted Prices

Prices are provided by the carrier and include all I-GTM fees.

I-GTM is not liable for inaccuracies in quotes or information provided to the carrier, including errors in suitcase count, specific requirements, or unlisted passengers.

### ii. Loss and Lost Property

I-GTM is not responsible for lost property, which will be handled per the Transport Provider's policy. Costs for returning lost items will apply.

iii. Passenger Conduct

Passengers must follow the driver's instructions and abide by school rules during travel. This includes reasonable requests regarding conduct, such as the wearing of seat belts.

I-GTM is not liable for misconduct or failure to follow rules or laws.

iv. Vehicle Damage

Passengers are liable for damage to vehicles. Valeting and repair costs will include a 20% administration fee.

v. Breakdowns and Delays

I-GTM cannot guarantee the completion of a journey within a specific time and will not be liable for any loss or inconvenience caused by breakdowns, traffic congestion, force majeure, or other delays outside of our control.

vi. Cancellations

Cancellations within 24 hours of dispatch may be charged in full

Any cancellation fees will be passed on in full to the booker, as governed by the supplier.

We work with a range of taxi suppliers, from large operators integrated via API to smaller independent providers. Our cancellation terms vary depending on the supplier:

**API-Integrated Suppliers:**

Bookings with API-integrated suppliers can generally (but not always) be cancelled up until dispatch.

**Non-API-Integrated Suppliers:**

Larger suppliers typically require 24 or 48 hours' notice for cancellations.

Smaller suppliers may require the booker to contact the supplier directly by phone to arrange the cancellation.

vii. Cancellation Charges

Cancellation charges will be applied as invoiced by the taxi supplier and passed on to the booker. Please note that these charges depend on the supplier's policy and timing of the cancellation.



viii. Provision of information

The customer is responsible for providing complete and accurate travel details, including travel involving multiple stops and different modes of transport.

In accordance with the National Minimum Standards for Boarding Schools, the school is responsible for the safeguarding of all students in its care and is required to maintain records of all journeys undertaken. You warrant that you have provided full details of all travel arrangements. I-GTM accepts no liability for any failure to provide complete and accurate information.

In the case of Sponsored Students (Tier 4 visa holders), the person booking travel for the student warrants to the school that they have disclosed the full details of the student's travel and accommodation arrangements outside the school while in the UK. This is a condition of being granted a visa to study in the UK. I-GTM accepts no liability for your failure to provide complete and accurate information.

ix. Complaints

In the event of a complaint about our services, you should write to I-GTM at [support@I-GTM.net](mailto:support@I-GTM.net) within 14 days. All complaints will be acknowledged within three working days, and a full response can be expected within a further ten working days. If we are unable to conclude any investigations within this time, we will ensure the complainant is kept fully informed every five working days.

## 2. Charges

### a) Taxi Bookings and Charges

I-GTM charges the following fees for taxi bookings, ride shares, and related services:

i. Platform Fee: Applies to all taxi travel booked through I-GTM:

£1.50 for the first £10 of the fare.

10% of the next £20 of the fare.

5% of any fare amount exceeding £30.

Maximum platform fee: £8.10 per booking.

ii. **Ride Share Fee:**

In addition to the platform fee (2.a.1), for ride shares arranged by I-GTM where two or more pupils opt in:

20% of the savings achieved by sharing is charged to each party.

iii. **Oversight & Resolution Service Fee (if mandated by the school):**

Provides dedicated support to manage delays, no-shows, and route changes on travel days:

5% of the taxi fare per passenger (minimum: £1.00, cap: £10.00).

iv. **API Fees:**

Technology fees for integration with taxi dispatch software:

Supply API Fee: £0.50 to 5% (depending on supplier system).

Service API Fee: 5% of the journey cost.

v. **Additional Notes:**

All fees are subject to VAT at the prevailing rate.

Annual fee adjustments: 2% or CPI, whichever is higher.

## b) **Coach Bookings**

The coach booking platform fee varies on a per-school basis and is passed on to parents in an amount decided by the school. It is bundled into the price paid for the coach ticket and is not charged as a separate line item.

## c) **Unaccompanied Minors**

UM services are conducted either by a member of the Airport Guardians team or by a designated driver provided by the taxi company.

In the case of a designated driver provided by the taxi company, the additional cost charged by the taxi company (typically waiting plus parking) will be passed on in full, plus a £25 (inc. VAT) administration fee.

In the case of Airport Guardians carrying out this service, a flat fee of £90 (inc. VAT) will be charged.

## d) Intervention Fee Policy

I-GTM operates as a hands-off system, booking travel based on the details entered by bookers. To maintain efficiency, it is essential that records are entered accurately. In cases where operational staff must intervene to resolve issues, such as correcting a booking made for 2:00 AM instead of 2:00 PM, a small Intervention Fee of £5.00 will be applied.

Additionally, while parents are welcome to contact our team for assistance in entering travel details, this service will incur the same Intervention Fee of £5.00 to cover staffing costs. The fee will be noted and included in the final taxi or coach invoice.

We aim to keep these fees minimal while ensuring we provide the support you need.

## 3. Payment

- i. All prices are subject to VAT where applicable.
- ii. The cost of transport for students will be added to the school bill.
- iii. Disbursements

Any invoice issued by us to the school may include a Disbursement figure. A fee will be disbursed where the supplier has not charged VAT, and this sum will be passed directly to you without modification. Where charges have been disbursed, we may charge a separate processing fee, which will be subject to VAT at the prevailing rate. The school may elect to pass on the disbursement and the service charge

separately, or they may charge a single, VAT-inclusive figure. This is outside of I-GTM's control, and queries about this should be directed to the school.

iv. Extras

Where available, a base price will be specified at the time of booking. Additional charges may be incurred; these may include parking, waiting time, congestion charges, miscellaneous charges, additional Unaccompanied Minor (UM) time, and additional chaperone services rendered. These additional charges will be added to the final invoice.

## 4. Disclaimer

a) Transport Providers & Limitation of Liability

i. Suitability

We take reasonable measures to ensure the suitability and quality of the Transport Provider and their Driver Partners. All are licensed by their Local Authority and are bound by The Department for Transport's (DfT's) statutory guidance.

ii. Contract for transportation

The contract for transportation services is between you and your Driver Partner and is made at the time you or your child enters the vehicle. We are the disclosed introducer and are not party to the contract between you and the Driver Partner.

iii. Payment

If you pay by credit/debit card, or on the student's school account, I-GTM Ltd will also act as disclosed agent in accepting payment from you on the Driver Partner's behalf. Your payment will be received by I-GTM acting as disclosed agent on behalf of the Driver Partner. I-GTM acts as agent of the Driver Partner only (as described in these terms) and not as agent of you as the Passenger. Please note that the Driver Partners are not employees nor workers of any company in the I-GTM group; they are self-employed individuals.

iv. Booking service

When you use our booking service in connection with a Private Hire journey using a Private Hire vehicle or a Hackney Carriage operating as a Private Hire Vehicle, the booking service will be provided to you by I-GTM Ltd.

v. Suitability

Notwithstanding any provisions in this clause, we are reliant on information supplied by third parties, and we cannot guarantee that such information is accurate or held. We cannot guarantee that any particular Transport Provider or Driver Partner is suitable for your purposes, and you use them at your own risk. We may remove Transport Providers or Driver Partners from our roster of suppliers based on any feedback in relation to that Transport Provider but are under no obligation to do so.

vi. Limitation of Liability

We do not employ Transport Providers or Driver Partners and, unless otherwise specified in these Terms & Conditions, we are not responsible for (and make no representations, warranties, or guarantees as to) the behaviour, acts, or omissions of any Transport Provider or Driver Partner you engage through I-GTM, or the quality of the services they provide.

However, to the extent permitted by law, neither we nor any of our officers, directors, employees, representatives, subsidiaries, affiliated companies, licensees, agents, service providers, or others involved in creating, sponsoring, promoting, or otherwise making available the service shall be liable for any (personal) injury, death, property damage, or other (direct, indirect, special, consequential, or punitive) damages, losses, or costs suffered, incurred, or paid by you, whether due to (legal) acts, errors, breaches, (gross) negligence, wilful misconduct, omissions, non-performance, misrepresentations, tort, or strict liability by or (wholly or partly) attributable to the service or any of our other business partners (including any of their employees, directors, officers, agents, representatives, or affiliated companies) whose products or services are (directly or indirectly) made available, offered, or promoted on or through the company, including any (partial) cancellation, overbooking, strike, force majeure, or any other event beyond our control.

The total amount of our liability is limited to the total amount owed or paid to us for the single journey or transfer that is the subject of the dispute.

vii. Indemnity

You indemnify us against all damages, costs, claims, and expenses suffered by us arising from any loss or damage to any vehicle, equipment, or property (including that belonging to third parties) caused by you, your child(ren), students, or employees.

viii. **Transport Providers & Limitation of Liability**

You indemnify us against all damages, costs, claims, and expenses suffered by us arising from any loss or damage to any vehicle, equipment, or property (including that belonging to third parties) caused by you, your child(ren), students, or employees.

## 5. Data Protection

When supplying the Services to you, the Service Provider may gain access to and/or acquire the ability to transfer, store, or process personal data of you and/or your children.

The parties agree that, where such processing of personal data takes place, the school shall be the 'data controller' and the Service Provider shall be the 'data processor' as defined in the General Data Protection Regulation (GDPR) as may be amended, extended, and/or re-enacted from time to time.

For the avoidance of doubt, 'Personal Data', 'Processing', 'Data Controller', 'Data Processor', and 'Data Subject' shall have the same meaning as in the GDPR.

The Service Provider shall only Process Personal Data to the extent reasonably required to enable it to supply the Services as mentioned in these terms and conditions or as requested by and agreed with you. The Service Provider shall not retain any Personal Data longer than necessary for the Processing and shall refrain from Processing any Personal Data for its own or any third party's purposes.

The Service Provider shall not disclose Personal Data to any third parties other than employees, directors, agents, subcontractors, or advisors on a strict 'need-to-know' basis and only under the same (or more extensive) conditions as set out in these

terms and conditions or to the extent required by applicable legislation and/or regulations.

The Service Provider shall implement and maintain technical and organizational security measures as are required to protect Personal Data Processed by the Service Provider on behalf of the Customer.

Further information about the Service Provider's approach to data protection is specified in its Data Protection Policy, which can be found on our website. For any inquiries or complaints regarding data privacy, you can contact our Data Protection Officer at the following email address: [support@I-GTM.net](mailto:support@I-GTM.net).

## 6. Law and Jurisdiction

This Agreement shall be governed by and interpreted according to the law of England and Wales, and all disputes arising under the Agreement (including non-contractual disputes or claims) shall be subject to the exclusive jurisdiction of the English and Welsh courts.

By using I-GTM, you confirm that you have read and accepted these Terms & Conditions and that you agree to comply with and be bound by them.