



MomOnWheels

Transport For Children | Built On Safety | Driven With Care

## Pricing and Payments

Updated: October 26, 2016

Anyone with our MoM app on their phone can book an on-demand or scheduled ride.

### **Indicative Pricing**

The Fee for each ride varies based on time and distance of ride. There is a flat rate Child Care Component surcharge of £5.00.

Minimum Charge - £5.00

Child Care Surcharge - £5.00

Base Fare - £2.50

Mileage Rate - £2.50

Charge per minute - £0.25

Charge per mile - £2.50

Waiting Time per minute - £0.25

Cancellation - £5.00

No Show - £7.50

### **Example**

A 3 Mile journey will be Base Fare \* Mileage Rate + Child Care  
 $£2.50 * £7.50 (2.50 * 3 \text{ Miles}) + £5.00 = £15.00.$

### **Peak Hour**

The prices may vary for Rides booked during Peak / Rush Periods (**7.15am-9.00am**)  
AND (**3.30pm-5.30pm**)

## ENJOY MoM PRIORITY SERVICES

Having a MoM Priority Account assures;

- **A MoM Branded Vehicle with our head MoMDriver**  
Our branded priority vehicles are Land Rover Evoque and Mini Countryman with in-car entertainment, iPads with PG Rated shows, music and games; a selection of yummy treats and a genuine and fun Mom-Child experience.
- **Guaranteed Peak Period Booking**  
The most requested rides are for Drop off at school in the mornings and Pick up from schools in the afternoon. You will have guaranteed ride bookings for as long as you want for these priority times. We will reserve your choice of time and MoMDriver for as long as you wish e.g. for the entire school term.
- **Your choice of Preferred MoMDriver**  
We understand that parents and children form attachments with a particular MoMDriver and prefer to have the same MoMDriver on all the booked rides. You will always have your preferred MoMDriver.
- **Access to our MoM Child-minding Service**  
Our Ofsted Registered Nannies and Childminders will pick up your child/ren – look after them in your home or their Ofsted Inspected and Vetted setting and look after them until you are able to collect them, or want them brought home. Age Appropriate entertainment, a home cooked meal, and help with home work can be requested. Child-minding services are charged at £12 per hour and £20 for 2 hours. Additional hours are subject to availability.
- **Emergency Telephone Bookings**  
We understand that emergencies occur from time to time. With a MoM Account, you can call us whenever you require impromptu or emergency pick up or drop off services. For instance, you may be held up at work and running late or unable to pick up your child/ren from school, playdates, parties, sports clubs etc. You can call our priority number and we will have a MoMDriver pick up your child and either bring them to you, or take them to your home and wait for you. We will do whatever you wish us to do.
- **Discount on Airport or Long Distance Rides**  
20% off Airport Bookings or Rides which exceed 60 minutes.
- **Discount on web and app bookings**  
10% off web and app bookings

Our MoM Priority Account costs £20.00 per month.

## Priority Account Fee Summary

### Member Subscription Fee:

£20.00/month

### Indicative Pricing

The Fee for each ride varies based on time and distance of ride. There is a flat rate Child Care Component surcharge of £5.00.

Minimum Charge - £5.00

Child Care Component - £5.00

Base Fare - £2.50

Mileage Rate - £2.50

Charge per minute - £0.25

Charge per mile - £2.50

Waiting Time per minute - £0.25

Cancellation - £5.00

No Show - £7.50

### Example

A 3 Mile journey will be Base Fare \* Mileage Rate

$£2.50 * £7.50 (2.50 * 3 \text{ Miles}) + £5.00 = £15.00.$

### Peak Hour

The prices may vary for Rides booked during Peak / Rush Periods (**7.15am-9.00am**)  
AND (**3.30pm-5.30pm**)

### Cancellation Fee:

- If MomDriver has not claimed ride: £0
- If MomDriver has claimed ride and cancellation occurs **one hour or more** before the passenger is scheduled to be picked up: 50% of estimated ride fee
- If MomDriver has claimed ride and cancellation occurs **within one hour** before the passenger is scheduled to be picked up: 100% of estimated ride fee

## Pricing and Payment Terms

### A. Members

As a **Member** (defined in MomOnWheels' Terms of Service, hereinafter "Terms"), you agree to pay, and authorize MomOnWheels' third party payment processor to charge via the credit card or third party payment processing account on file in your Account (your "**Payment Method**") for all applicable fees and taxes that may accrue in relation to your subscription to use the Services and Ride Contracts. You are responsible for providing complete and accurate Payment Method and contact information to us. We may suspend or terminate your access to the Services if Subscription Fees or Ride Fees are thirty (30) days past due.

### Fees

Applicable fees may include:

- **Priority Account Subscription Fee**  
A monthly fee for your subscription to use the Services ("**Subscription Fee**"), payable 30 days after you schedule your first ride. Subscription Fees are payable on a monthly basis for the foregoing month and will accrue on a rolling basis from your date of Account registration (for example, if you register your Account on the 15th day of the month, you will be billed at the time of registration and on approximately the 15th day of each month thereafter).

If you want to terminate your subscription to the Services, you may do so via your Account settings in the App or by contacting us at [support@mom-on-wheels.co.uk](mailto:support@mom-on-wheels.co.uk) or (44) 7715 659 242. You will no longer be charged the Subscription Fees starting in the month immediately after the month in which you provided your notice of termination.

You will not be refunded for any partial month's subscription to use the Services. We do not offer refunds for Subscription Fees, even if you do not use your Account.

- **Member Ride Fees**  
You will be charged a fee for each Ride completed by a MomDriver ("**Ride Fees**"). Ride Fees vary based on the particular Ride in question. When scheduling a Ride through the Service, you will be quoted an estimate of the applicable Ride Fees before you confirm your reservation. The estimate is based on factors including the amount of time it is anticipated to take to perform your Ride and the distance you are anticipated to travel during the Ride.

Your actual Ride Fees for any given Ride may vary from these estimates if it takes longer to perform your Ride (e.g., if the MomDriver has to wait if you, Other Passengers or your Account Passengers (as applicable) delay your pick-up and/or departure time, or increased Ride time due to traffic delays), or the distance travelled during your Ride is greater than anticipated (e.g., if a detour is required to avoid adverse road conditions).

Your Ride Fees may also vary if you change your pick-up time after confirming your Ride reservation, or if your MomDriver is late for your scheduled pick-up time. For shorter rides, minimum Ride Fees may apply.

- **Cancellation Fee**

You may cancel a ride at any time. A “Cancellation Fee” is charged after a MomDriver has been assigned to your ride. The Cancellation Fee is 50% of the estimated Ride Fee if the cancellation occurs one hour or more before the passenger is scheduled to be picked up, the ride is scheduled to begin, and 100% of the estimated Ride Fee if the cancellation occurs less than one hour before the passenger is scheduled to be picked up.

### **Damages**

You acknowledge and agree that MomOnWheels may, and authorize MomOnWheels to, charge your Payment Method for any damages incurred by your MomDriver, that were caused by you, Other Passengers or Account Passengers during a Ride, as determined in MomOnWheels’ sole discretion.

### **No Refunds**

All fees and payments are non-refundable and non-transferable except if and as expressly provided in these Terms. While MomOnWheels has no obligation to provide refunds or credits relating to any Rides, it may do so at MomOnWheels’ sole discretion.

### **Promotions**

MomOnWheels, at its sole discretion, may make available promotions with different features to any of our Members or prospective Members. These promotions or offers to participate in a promotion, unless made to you, are inapplicable to these terms or your relationship with MomOnWheels.

### **Taxes**

All amounts referred to in the Terms, including those set forth through the Services, are stated in GB Pound Sterling and do not include any taxes. You will be responsible for the payment of any taxes applicable to any payments made hereunder, except taxes based on MomOnWheels’ income or the income of the Drivers.

## **Changes**

MomOnWheels reserves the right to change the type and amount of fees charged Members by providing you at least seven (7) days prior notice via the Services, including by updating this page.

## **B. MomDrivers**

As a **MomDriver** (defined in the Terms), your sole compensation for the provision of Rides will be applicable Ride Fees received from the Member upon completion of the Ride and subject to these Terms, including, without limitation, the deduction of the MomOnWheels Services Fee. Ride Fees vary based on the particular Ride in question, as described above.

### **Authorization**

Following the completion of each Ride, you hereby authorize MomOnWheels to: (i) collect (or have collected by MomOnWheels' third party payment processor) the Ride Fees from the applicable Member on your behalf, which may include a deduction from an amount previously credited to such Member's Account ("**Account Credit**"); (ii) retain a percentage of such Ride Fees ("**MomOnWheels Services Fee**"), not to exceed 30%, in consideration for your access to the Services, and (iii) address potential problems relating to the performance of the Ride in any manner we deem appropriate, including, without limitation, refunding the Ride Fees to the applicable Member.

When a Ride is completed, the Ride Fees for such Ride will be automatically charged to the Member's Payment Method and placed with MomOnWheels' third party payment processor, or deducted from the Member's Account Credit.

With the exception of the MomOnWheels Services Fee, the Account Credit or funds collected by MomOnWheels' third party payment processor do not belong to MomOnWheels.

### **Payment**

Following MomOnWheels' third party payment processor's receipt of the Ride Fees, MomOnWheels' third party payment processor will remit to the MomDriver the applicable Ride Fees less the MomOnWheels Services Fee to the MomDriver's designated payment account, and funds will only be passed on to the MomDriver when payment has been collected from the applicable Member.

Where the Ride Fees are being paid from an Account Credit, MomOnWheels will remit to the MomDriver the applicable Ride Fees less the MomOnWheels Services Fee to the MomDriver's designated payment account when the Ride is completed.

If the Member's Account Credit is not sufficient to cover the Ride Fees, MomOnWheels will first deduct the available Account Credit and then charge the remaining amount to Member's Payment Method.

Under no circumstances will any payment be due to the MomDriver for a Ride where the applicable Member has not paid for such Ride, whether through an available Account Credit or a Member's Payment Method.

The MomDriver is responsible for providing complete and accurate billing and contact information to us. All monies provided to the MomDriver will be provided in GB Pound Sterling.

Except for the Ride Fees (less the MomOnWheels Service Fees) as expressly set forth in these Terms, there shall be no charge or fees payable by MomOnWheels to MomDriver for MomDriver's performance of its obligations hereunder or under a Ride Contract.

### **No Reimbursement**

MomOnWheels will not reimburse you for any expenses incurred by you in connection with providing Rides. You are solely responsible for all costs incurred by you in using the Services and providing Rides (including, without limitation, the upkeep of your vehicle and any fees or fines incurred while driving or parked after having claimed or during the course of a Ride) and determining, collecting, reporting and paying all applicable sales, income and other taxes, except that MomOnWheels may, at its sole discretion, reimburse you for tolls.

### **Promotions**

MomOnWheels, at its sole discretion, may make available promotions with different features to any of our MomDrivers or prospective MomDrivers. These promotions or offers to participate in a promotion, unless made to you, are inapplicable to these terms or your relationship with MomOnWheels.

### **Taxes**

MomDrivers are responsible for reporting to all applicable government agencies as income all payments received pursuant to the Terms. You will be solely responsible for payment of all taxes, national insurance, workers' compensation, unemployment and disability insurance or similar items required by any government agency for any payments received by you pursuant to these Terms.

### **Changes**

We may change these payment terms, including with regard to the MomOnWheels Services Fee, at any time, at our sole discretion, by providing you at least seven (7) days' prior notice via the Services, including by updating this page.