



Terms and conditions - App

Purpose

The purpose of these terms and conditions is to describe and explain the services you, as a customer, can access in this app: Boka Taxi. But also, the responsibilities we have towards you as a customer, and what we expect from you when using our app, Boka Taxi.

Connect the app “Boka Taxi” to your Taxi account

To receive offers and bonus, you need to connect your Taxi account to the app, Boka Taxi. This is done in the settings: Settings / Add account.

If you don't have a Taxi account, you can easily create one [here](#), before you start your trip.

Every trip you make builds the base for your offers and the bonus you receive from Taxi Göteborg.

Booking and payment

In the app, Boka taxi, you can easily book and pay for your taxi trip, but you can also connect your Taxi account to receive bonus and other offers from Taxi Göteborg.

In Boka taxi, you can make a direct booking, which means here and now, or pre-book you taxi to a later time.

Boka Taxi needs access to location services on your phone to find out where you are, and thus be able to send the taxi to the right location. Sometimes, it takes a little time before the location is found on the map. You'll find information about the GPS accuracy in your phone's settings. You should always check that you have the correct pick-up address before completing the booking.

When booking through Boka Taxi, you are offered to pay directly in the app or to the driver in the car.

When you've sent you booking, it is forwarded to the taxi that is closest to you. Usually, you get a taxi within five minutes. Exceptions to this are pre-bookings, where the trip is not assigned before the pick-up time is approaching. Other exceptions are extreme conditions that affect our offer, such as traffic conditions beyond our control, and weather.

If the taxi does not show up

Should the taxi not arrive at the booked address, you need to contact us. Here's how to do it: At the bottom of the app there is an icon shaped like a handset Click on it and the app will call up the booking center, then you can explain what happened and get an answer to why it occurred. Should the booking center or the driver notice that we won't arrive on time, we always try to contact you to report this.

If you as a passenger does not show up

If you book a taxi through the app, Boka Taxi, and do not show up at the location specified in the booking, we may require a fault-fee to compensate for lost time and trip.

It is your responsibility that you, or the person you're booking for, meet up so that the driver can easily find those who are traveling. Do you know that the location is hard to find? Then state this in the comments when booking. For example: "The road is closed, but stop at the mailboxes, that's where I'll be". When booking through Boka Taxi, the driver will see your phone number, and you will usually get a call from the driver announcing that he or she is at the location, or on the way. You will see the car's phone number, in case you need to reach the driver beforehand. In case of too many faulty bookings, the service may be shut down. Should this happen, call customer service, they'll help you remove the block.

If you as a passenger take the wrong car

When you've completed your booking, you receive a reference number in the app – this shows up as soon as a driver has accepted your booking and is on the way to you. Your reference number shall always match the driver's booking number. The booking/reference number is displayed at the sign on the roof of the car or reported by the driver. If this is misused, i.e. if you take another taxi than the one you've booked, you risk being barred from the service.

Price calculation

Taximeter price

The price you pay is calculated from the taximeter in the car. The price is variable which means that it is based on how far you have traveled and the time the trip has taken. Additional costs may occur, such as a run-up charge, Swedavia's fee when traveling from Landvetter or Jernhusen's fee from the Central Station. Read more about prices [here](#).

Current pricing is available in all taxis. This is a comparative price that all taxis in Sweden must provide for a so-called type trip for each fee. The type trip is 10 km long and takes 15 minutes, basic fee is included. Please note that the comparative price is a calculation example. If, for example, the route is constant, but the trip takes shorter or longer time to complete, the price is affected.

Fixed price

In Boka Taxi, you can also choose to travel by fixed price. You can either pay when the trip is completed, or as a prepayment, which means the money will be reserved directly. The fixed price is calculated from the estimated time and mileage for a trip; from the pick-up address (A) to the drop-off address (B), based on the shortest route according to Google Maps. As long as the fixed price is accepted, neither the driver nor the customer can make any alterations to the trip along the way. The fixed price trips assume that the trip goes straight from A to B, and that there are no extras like bicycles, pick-up/drop of packages, ferries or similar. If you want to make extra stops along the way, this is not a suitable option. If you've pre-booked fixed price and still want to make stops along the

way, you need to tell the driver before starting the trip. Then, other prices will apply.

It is also possible to make a fixed price agreement with the driver. This will then be a verbal agreement between you and the driver. The amount entered into the taximeter is agreed. When the trip is over, you will receive a receipt as confirmation.

Methods of payment

There are three different payment options:

- Invoice, then you need to get a Corporate account, this is done at our website.
- Prepayment by card
- Pay in the car

Feedback

Your views are important to us. We gratefully receive both praise and blame, both general views and complaints. We treat all opinions with the utmost respect, and you can choose whether you wish to receive feedback from us or not. To leave your feedback, click here: [Feedback](#)

Payment of not completed trip

If for some reason you are not at the pre-booked address and are not reachable at this time, the trip will be charged in full. If there is any particular reason why you were not at the designated pick-up point when the car was there, its validity will be assessed by our complaints department.

A pre-booked trip must be canceled no later than 20 minutes before pick-up. If the trip is canceled at a later time, you will be charged for the trip.

If you cancel your trip within 20 minutes before the designated pick-up time, the money will be refunded in full.

If you've prepaid your trip and the taxi did not show up, the booking will be canceled, and no amount will be deducted from your account. If the amount has been deducted anyway, you need to contact us at fakturering@taxigoteborg.se.