1. What is this document?

These Airport Rides Conditions of Sale (the "**Terms**"), together with the Personal Terms, and the RevPoints terms form the legal agreement between you and us, Revolut Ltd ("**Revolut**", "**we**", "**us**") when you use the Revolut app to book a pick-up or drop-off ride from and to the airport (the "**Airport Rides**" feature).

2. Important information

Airport Rides is an unregulated service. This means it is not overseen by any financial services regulator, and complaints about Airport Rides cannot be referred to financial dispute resolution mechanisms (like the Financial Ombudsman Service).
To allow you to pay Appboxo Pte. Ltd. ("**Boxo**") for your ride, the Revolut entity that holds your payment account provides the underlying payment services. You can read more about this in the Personal Terms.

3. What is Airport Rides and what is Revolut's role?

Airport Rides is a feature in the Revolut app that lets you search for, book and pay for private airport ride services on an integrated third party platform.
When you book an Airport Ride, you're entering into a direct legal agreement with Boxo and you agree to Boxo's Airport Rides Terms and Conditions ("**Boxo's Terms**"). Revolut is not a party to that agreement.
Revolut's role is limited to making the Airport Rides feature available in the app. It does not provide transport services, operate vehicles, employ drivers, act as a travel agency, tour operator or transport carrier.
When you book an Airport Ride, your booking and payment for the ride and any add-ons you choose as part of your booking are made with Boxo, the underlying service provider. Your booking request will set out the main characteristics of the Airport Rides services (including estimated times for pick up and completion of journey, pick up and drop off points).

4. Cancellations and Refunds

Boxo's Terms govern the Airport Rides services, including cancellations, amendments, refunds, support and complaints. Revolut does not accept, reject or cancel your booking request. Each booking will have its own cancellation and refund policy and this will be shown to you in the app before you complete the booking.

Revolut is not responsible for and does not control the terms applicable to any cancellations or refunds or lost property in Airport Rides.

5. RevPoints

You may be able to earn and redeem RevPoints when making eligible Airport Rides bookings. The RevPoints terms will apply to your use of RevPoints towards Airport Rides.
We may change, suspend or withdraw the ability to earn or redeem RevPoints in connection with Airport Rides at any time in accordance with the RevPoints Terms. If a booking is cancelled or refunded, any RevPoints awarded or redeemed will be adjusted in accordance with the RevPoints Terms.

6. Are we responsible if something goes wrong?

As this service is provided by a third party, Revolut is not responsible if something goes wrong with:

- the availability, performance, quality or safety of any Airport Rides service;
- any acts or omissions of Boxo, any transport provider, driver, aggregator or other third party involved in providing Airport Rides;
- delays, cancellations, missed pickups, route changes, vehicle substitutions or other issues relating to an Airport Ride booking; and
- inaccurate information provided by Boxo, a transport provider or another third party.

7. Data protection

To provide you with Airport Rides, we need to share some of your personal data with Boxo. We will share your name, email address, phone number and residential address with Boxo to pre-fill your booking details and facilitate you using necessary search tools.
Boxo is located in Singapore and will process your personal data in accordance with its own privacy notice.
For more information about how Revolut handles your data, please see our Customer Privacy Notice.

8. Complaints

Revolut is not responsible for investigating or resolving complaints relating to the ride service itself. This includes complaints relating to bookings, cancellations, refunds, drivers, or any other aspect of the ride service. If you have any questions or complaints about the ride service, please contact Boxo directly at support@boxo.io.
If you're unhappy with the Airport Rides as a feature in the Revolut app, we'll try to put things right. Please contact us through the Revolut app under the Help section. You can also submit a complaint via:
Email: formalcomplaints@revolut.com
Online Complaint Form: accessible here
Post: write to us at 30 South Colonnade, London E14 5HX, United Kingdom

9. Suspending or removing access

We can suspend your access to Airport Rides if we suspect any fraudulent or abusive behaviour.
We will notify you immediately of the reason for suspending your access (if the law allows us to) and we will only resume your access once you have satisfied us your activity is not fraudulent or abusive.

10. Legal bits and pieces

Subject	Clause
Company information	Revolut Ltd is registered in England & Wales under the company number 08804411 at 30 South Colonnade, London E14 5HX, United Kingdom.
Governing law	The laws of England and Wales apply to this agreement.
Amendments	We reserve the right to amend these Terms at any time and will try to give you notice ahead of doing so where we can.
Disputes	If you want to take legal action against us in the courts, only the courts of England and Wales can deal with any dispute between you and us.
Entire agreement	These Terms, together with the Personal Terms, RevPoints terms, and any other terms and conditions incorporated in these documents by reference constitute the entire

Subject	Clause
	agreement between you and Revolut in relation to Airport Rides. For the avoidance of doubt, FAQs do not form part of our agreement with you.
Our right to transfer	We may transfer and/or assign our rights and/or obligations under this agreement if we reasonably believe that this won't have a significant effect on your rights under this agreement or if we're required to do so under law. You cannot do this.
Our right to enforce these terms	If you have broken any Terms of this agreement and we don't exercise our rights immediately, we reserve the right to exercise our rights at a later date.
These Terms are severable	If something in these Terms is held to be unlawful, the rest of these Terms will still apply.
Third parties do not have rights	Third parties do not have rights under these terms under the Contracts (Rights of Third Parties) Act 1999.