

Driver Subscription & Suspension Terms

£20/week platform fee — Trident Taxis & National Taxi Network. Last updated 22 July 2026.

This document summarises the mandatory £20/week driver subscription and the suspension policy you accept when signing up as a driver. Please read it in full before completing checkout.

Is the £20 per week driver subscription mandatory?

Yes. Every approved driver on the Trident Taxis / National Taxi Network platform pays a flat £20 per week platform fee — no exceptions. The subscription is collected automatically by Stripe on the card you save during sign-up and gives you access to the dispatch app, live tracking, insured payment processing, customer support, and 0% commission on your own fares.

When is the first £20 charge taken?

Your first £20 is charged the moment your application is approved and your account is activated. The subscription then renews every 7 days on the same weekday. You will receive an emailed Stripe receipt for every successful payment with a link to view or download the invoice.

What payment methods are accepted?

The £20 weekly fee must be paid by card on file through Stripe (Visa, Mastercard, American Express, and most UK debit cards). Cash, bank transfer, or job-based deductions are not accepted for the platform fee. You can update the saved card at any time from your driver dashboard.

What happens if my weekly payment fails?

If Stripe cannot collect the £20 (for example an expired card, insufficient funds, or a 3-D Secure decline) your subscription enters a past-due state. Stripe automatically retries the payment up to 3 times over the following 5 days and we email you at each attempt. During this grace period you can still log in and take jobs.

How does suspension work?

If all Stripe retries fail after the 5-day grace period, your driver account is automatically suspended. When suspended you are logged out of the Trident and Farebookings driver apps, no new jobs are dispatched to you, and your profile is hidden from customer allocation. Any accepted future bookings are reassigned to the next available driver. You remain suspended until the outstanding balance is paid.

How do I get reactivated after a suspension?

Log in to your driver dashboard and either retry the failed payment or add a new card — the outstanding £20 (plus any missed weeks) is collected immediately. Reactivation is automatic and usually takes under 5 minutes once payment clears. If you have been suspended for more than 30 days you will need to re-verify your licence and insurance before we re-enable dispatch.

How do I cancel my subscription?

You can cancel at any time from your driver dashboard or by emailing us. Cancellation takes effect at the end of your current 7-day billing period — the platform fee is not pro-rated and previous weeks are non-refundable. Once cancelled your dispatch access ends and your driver profile is removed from both admin panels.

Are refunds available on the weekly fee?

The £20 weekly platform fee is non-refundable once the billing week has started, including if you choose not to work that week or if you cancel mid-week. Refunds are only issued in the case of a duplicate charge or a proven Stripe processing error. Contact driver support if you believe you have been billed in error.

Are any drivers exempt from the £20 fee?

Only drivers explicitly flagged as `billing_exempt` by the operator (for example directly-employed Trident Taxis drivers on a different commercial arrangement) are exempt. All independent, freelance, and owner-operator drivers pay the £20/week fee without exception.

Is there any commission on top of the £20?

On the Trident Taxis Driver App the answer is no — you keep 100% of every fare and the £20/week is the only platform charge. If you additionally opt in to the Onde or Farebookings dispatch systems, those jobs carry a separate 10% per-job commission, which is billed weekly alongside the £20 subscription. You can opt out of Onde/Farebookings at any time and keep the flat £20 arrangement.

Who do I contact about billing, suspensions, or terms?

Email hire@tridenttaxi.com or call 01436 406288 (Mon–Fri, 08:00–18:00). Include your driver name, registered email, and the last 4 digits of the card on file so we can locate your Stripe subscription quickly.

By subscribing you confirm you have read and accepted the £20/week platform fee and suspension terms above. For the latest version visit tridenttaxi.com/drive-with-us#driver-subscription-terms.