

OPERATOR LIBRARY

TERMS & CONDITIONS

The terms governing purchases and use of Operator Library digital products.

VERSION 1.0 | EFFECTIVE 9 SEPTEMBER 2026

1. ABOUT THESE TERMS

These Terms & Conditions apply to purchases made through Operator Library and to the use of digital products, resources, templates, directories, spreadsheets, guides and other materials supplied by Operator Library.

Operator Library is operated by SDM ENTERPRISES LTD, trading as Operator Library.

Company number: 16936959. Registered in England and Wales.

Business address: 124-128 City Road, London, England, EC1V 2NX

Contact email: operatorlibrary@sdmww.com

By purchasing a product from Operator Library, you confirm that you have read and agree to these Terms & Conditions.

If you do not agree to these Terms, you should not complete your purchase.

2. THE CHAUFFEUR BUSINESS KIT

The Chauffeur Business Kit is a digital educational and business resource designed to help purchasers understand and develop systems associated with operating a chauffeur business.

The package may include:

Chauffeur Business Kit

Supplier & Vehicle Directory

Chauffeur Booking Templates

Vehicle Image Library

Business Tracker, including the built-in Client Pricing Builder

Any additional bonuses, updates or supplementary materials specifically stated as included at the time of purchase.

The exact contents of the product may be updated, improved or reorganised from time to time.

3. NATURE OF THE PRODUCT

Operator Library provides business information, educational materials, templates and operational resources.

Operator Library does not provide legal, tax, accounting, licensing, insurance, financial or regulatory advice.

Purchasing the Chauffeur Business Kit does not establish a consultancy, agency, franchise, employment, partnership or joint venture relationship between you and Operator Library.

You remain responsible for your own business decisions and for obtaining appropriate professional advice where required.

4. NO GUARANTEED BUSINESS RESULTS

Operator Library does not guarantee that purchasing or using the Chauffeur Business Kit will result in:

bookings;

customers;

revenue;

profit;

supplier approval;

vehicle availability;

business growth;

licence approval;

successful business operation; or any particular financial outcome.

Business performance depends on numerous factors outside our control, including your pricing, market, location, customer service, marketing, supplier relationships, regulatory position and execution.

Examples, pricing scenarios and commercial illustrations within the product are provided for educational purposes and should not be interpreted as guaranteed results.

5. CHAUFFEUR LICENSING AND REGULATORY COMPLIANCE

The Chauffeur Business Kit is not designed to avoid or replace any licensing, insurance or regulatory obligation.

Depending on how and where you operate, you may require licences, permissions, insurance, registrations or other regulatory approvals.

This may include private hire operator licensing and other local authority requirements.

It is your responsibility to determine which legal and regulatory requirements apply to your activities before accepting or fulfilling bookings.

You should obtain independent professional or regulatory advice where appropriate.

Operator Library does not guarantee that any particular business structure described within the Kit will be legally appropriate in every jurisdiction.

6. SUPPLIER & VEHICLE DIRECTORY

The Supplier & Vehicle Directory contains information relating to independent third-party operators, suppliers, vehicles and services.

Those suppliers are independent businesses and are not employees, agents, partners or representatives of Operator Library unless expressly stated otherwise.

Inclusion in the directory does not guarantee that a supplier will:

accept your booking;

work with you;

provide a particular vehicle;

honour a previous price;

operate in a particular area;

remain available; or continue providing the same services.

Supplier prices, fleets, contacts, terms and availability can change.

You must confirm current pricing, availability, capacity, licensing, insurance, vehicle specifications and booking conditions directly with the relevant supplier before making commitments to your own customers.

Operator Library is not responsible for the acts, omissions, service quality, cancellations, pricing changes or failures of independent suppliers.

7. VEHICLE INFORMATION

Vehicle photographs, capacity information and descriptions are supplied as practical reference material.

Actual vehicle specifications, luggage capacity, seating arrangements, interiors and availability may vary.

You must verify the suitability of a vehicle for an individual booking before confirming that booking to your customer.

8. PRICING INFORMATION

Any supplier prices, suggested client prices, margins or pricing examples included within Operator Library resources are indicative only.

Supplier prices may change without notice.

You are responsible for calculating your own prices, costs, taxes, payment fees, margins and additional expenses.

Suggested client prices are not mandatory pricing instructions and do not guarantee that customers will purchase at those prices.

9. BOOKING TEMPLATES

Booking templates are provided as editable starting points.

You are encouraged to adapt them to your own business, policies, services and regulatory requirements.

Operator Library does not guarantee that a template is legally sufficient for every business or every jurisdiction.

You remain responsible for communications and agreements made between your business, customers and suppliers.

10. PAYMENT

Payment must be made through the payment methods made available at checkout.

Prices are displayed before purchase.

Unless stated otherwise, the Chauffeur Business Kit is sold as a one-time purchase rather than a subscription.

Your order is not considered complete until payment has been successfully processed.

Payments may be processed by third-party payment providers including Stripe.

11. DIGITAL DELIVERY

The Chauffeur Business Kit is supplied digitally.

Following successful payment, the purchaser will receive an email containing instructions for requesting access to the product.

Access should be requested using the same email address used during checkout unless otherwise agreed with Operator Library.

For security and anti-redistribution purposes, product access may require manual approval.

We aim to process legitimate access requests within a reasonable period.

If you have paid successfully but have not received the access email or cannot request access, contact operatorlibrary@sdmww.com.

FILE FORMATS & COMPATIBILITY

The product may contain PDF documents, image files and Microsoft Excel workbooks.

A Google account is required to request access to the restricted Google Drive folder.

The Business Tracker, including the built-in Client Pricing Builder, is designed primarily for Microsoft Excel.

Importing the workbook into Google Sheets or another spreadsheet application may affect formulas, formatting, protection or other functionality.

You are responsible for using compatible software, following the supplied instructions and maintaining your own working copy.

12. IMMEDIATE DIGITAL SUPPLY AND CANCELLATION RIGHTS

Where you are purchasing as a consumer and have a statutory cancellation right, you may ordinarily have a 14-day cancellation period for certain distance contracts.

However, digital content may be supplied during this period where you expressly request immediate supply.

Where, before supply begins, you:

expressly consent to the digital content being supplied during the cancellation period; and acknowledge that your right to cancel will be lost once digital supply begins,

your statutory cancellation right will cease once supply of the digital content begins.

For the Chauffeur Business Kit, digital supply may begin when access to the restricted product resources is granted or the digital resources are otherwise made available to you.

Nothing in these Terms removes rights that cannot legally be excluded, including statutory rights relating to digital content that is faulty, materially not as described or otherwise does not conform to applicable consumer law.

Further information is contained in our Digital Delivery & Refund Policy.

13. INTELLECTUAL PROPERTY

Unless expressly stated otherwise, all original content supplied through Operator Library remains the intellectual property of Operator Library and/or its respective licensors.

This includes, where applicable:

written guides;
business processes;
templates;
layouts;
spreadsheets;
calculators;
directories;
compiled supplier information;
graphics;
branding;
documents; and other original materials.

Purchasing the product gives you a limited licence to use the resources.

It does not transfer ownership of the intellectual property to you.

14. PERMITTED USE

You may use the Chauffeur Business Kit for your own business purposes.

You may customise booking templates and business tools for use within your own business.

You may make reasonable working copies of materials where necessary for your own use.

You may not resell, redistribute, publish, upload, sublicense, share or commercially exploit the original Operator Library resources except where we have provided written permission.

More detail is contained in the Product Licence & Acceptable Use Policy.

15. SHARING ACCESS

Your purchase is intended for the purchaser and their own business use.

You must not share the private access link, Drive folder, downloaded files or substantial portions of the product with unrelated third parties.

You must not publicly post supplier directories, supplier contact details, pricing tables or other restricted Operator Library content.

Where we reasonably believe access has been shared, resold, copied or distributed in breach of these Terms, we may restrict or revoke access where legally permitted.

Revocation for misuse does not automatically entitle the purchaser to a refund.

16. VEHICLE IMAGES

Vehicle images provided within the Vehicle Image Library may originate from third-party operators or suppliers.

Your permitted use of those images is subject to any limitations communicated within the product and to applicable intellectual property rights.

You must not represent that you own a vehicle merely because you have been provided with an image of that vehicle.

You must also avoid misleading customers regarding vehicle availability, ownership or the nature of your relationship with the operator supplying it.

17. UPDATES

Where updates are provided as part of the product, they are offered at Operator Library's discretion unless a specific update commitment was expressly included in the purchase description.

We may correct outdated information, remove unavailable suppliers, update prices, amend templates or reorganise product materials.

Purchase of the current product does not automatically provide access to separate future products, premium upgrades or entirely new Operator Library products.

18. THIRD-PARTY PLATFORMS

Operator Library may use third-party platforms to provide its services, including payment processors, email providers, hosting providers and cloud storage platforms.

These may include Stripe, Resend, Netlify and Google Drive.

We are not responsible for temporary outages, interruptions or changes caused by third-party platforms outside our reasonable control.

Where an access problem occurs, we will take reasonable steps to restore or provide alternative access where appropriate.

19. REFUNDS AND CHARGEBACKS

Refund eligibility is governed by our Digital Delivery & Refund Policy and applicable law.

A purchaser should contact operatorlibrary@sdmww.com before initiating a payment dispute where there is a genuine access, delivery or product issue so that we have an opportunity to investigate and resolve it.

Submitting a knowingly false, fraudulent or misleading chargeback or payment dispute may constitute a breach of these Terms.

We reserve the right to provide payment processors or financial institutions with relevant records relating to a dispute, including checkout records, product descriptions, acceptance of terms, digital delivery records, access requests, access approvals, correspondence and other evidence reasonably necessary to respond to the dispute.

Nothing in this section restricts your lawful right to raise a genuine dispute with your card provider or payment provider.

20. LIMITATION OF LIABILITY

Nothing in these Terms excludes or limits liability where doing so would be unlawful, including liability for fraud or fraudulent misrepresentation, or death or personal injury caused by negligence.

If you are a consumer, we are responsible for loss or damage that is a foreseeable result of our breach of these Terms or failure to use reasonable care and skill. We are not responsible for loss or damage that is not foreseeable.

Nothing in these Terms affects statutory rights that cannot legally be excluded.

To the fullest extent permitted by law, Operator Library is not responsible for losses caused by:

your business decisions;

supplier failures;

supplier cancellations;

changes in supplier pricing;

incorrect quotations made by you;

failure to obtain required licences or insurance;

customer disputes;

lost profits;

missed business opportunities;

third-party platform failures; or use of the materials contrary to their intended purpose.

Where you purchase the product wholly or mainly for business purposes, our aggregate liability arising from the purchase will, to the extent legally permitted, be limited to the amount you paid for the relevant Operator Library product.

21. CHANGES TO THESE TERMS

We may update these Terms from time to time to reflect changes to our products, business, technology or legal obligations.

The version applying to your purchase will normally be the version in effect when you placed the order, except where changes are required by law or are beneficial to you without materially reducing your rights.

The effective date appears at the top of this document.

22. SEVERABILITY

If any part of these Terms is found to be unlawful, invalid or unenforceable, the remaining provisions will continue to apply.

23. GOVERNING LAW

These Terms are governed by the laws of England and Wales.

If you are a consumer, nothing in this clause removes any mandatory protection or right to bring proceedings available to you under applicable consumer law.

For purchases made wholly for business purposes, the courts of England and Wales will have jurisdiction, subject to any mandatory legal requirements.

24. CONTACT

Questions about these Terms or your purchase should be sent to:

Operator Library

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