



PRIVATE TRANSPORTATION SERVICES TERMS AND CONDITIONS

By booking a chauffeur-service with **Capital Travel Service SRL**, you are agreeing to be bound by the following terms and conditions - the **client/purchaser** acts on behalf of all passengers travelling on the vehicle and is held responsible for informing them of the provisions concerning the following terms and conditions:

BOOKINGS:

- Reservations must be made via email.
- The booking will only be considered valid once we have confirmed availability and a deposit payment has been sent to us.
- Quotes remain provisional until final confirmation.
- Any extra requests or changes to the booking must be made by email. We will make all reasonable efforts to meet your new requirements, but changes may not always be possible.
- Requests for changes could also incur an extra assistance and an additional management fee.

SERVICE PRICES:

- Service prices are as specified in the booking and are only subject to modification in accordance with this agreement.
- Additional hours or mileage, which are not included in the initial booking, will be charged based on an hourly and/or mileage rate.
- A surcharge either for extra mileage or extra hours will also be applied based on the following circumstances:
 - Any delay caused either by you or any passenger for any reason.
 - Waiting time:
 - 60 minutes grace are allowed for flight arrivals. After this time an extra charge in accordance with hourly rates will be required.
 - In case of transfers or day tours, we allow 15 minutes grace from the requested pickup time. After this time an extra charge in accordance with hourly rates will be required.
 - Airport collection delays: we track your flight and we are aware of the flight delays, however if flight delay information is reported after the chauffeur has set out on his journey to the airport, you may incur extra unbudgeted costs. We do advise you to take out insurance against flight delays and cancellations.
- Any wasted journeys carried out because of error on your part i.e. incorrect incoming flight date given, shall be paid for and in full by you.

TERMS OF PAYMENT:

- Unless different payment terms have been agreed upon at the time of booking, a non-refundable 30% deposit is required to confirm the reservation, and full payment is required on the day the service takes place or starts. Payments can be made by Mastercard or Visa credit cards or by bank transfer:

- **PAYMENT BY CREDIT CARD:** a “Credit Card Authorization Form” needs to be filled in order to charge your card.
- **BANK TRANSFER PAYMENT:** if you agreed to pay by bank transfer, please make sure that all bank fees/commissions are charged to your bank account and that the payment is made in Euro (EUR - €).

CANCELLATION POLICY:

- Cancellation must be confirmed by email and you may make it at any time, but unless differently specified during the booking process, the following penalties will be applied:
 - The deposit is **NON-REFUNDABLE** in any case.
 - For cancellations made between 5 and 3 days before the beginning of the service, you will be charged 50% of the total balance due.
 - For cancellations received 48 hours or less before the beginning of the service, you will be charged in **FULL** - 100% of the total balance due.
- Minibus and coaches have a different cancellation policy, it will be therefore forwarded during the booking process.
- Travel packages or daily tours, which include one or more extra services in addition to the transportation ones, have different cancellation rules which will be forwarded during the booking process.



PERFORMANCE OF SERVICES:

- We guarantee that services will be performed to a high standard, using reasonable care and skill. Please contact us if you have any complaints or suggestions, thank you.
- Chauffeurs will use their judgment to drive at reasonable speed in relation to the road type and to weather conditions, and you should not ask them to exceed speed limits. Unless we have agreed with you that a particular route should be used, our chauffeurs may use any route to a destination that in their opinion is the best and most convenient one, whether or not it is actually the shortest route to drive.
- Chauffeurs will endeavor to ensure vehicle(s) arrive at the time and place requested. We cannot however accept any responsibility for delays caused by circumstances beyond our control, such as traffic jams, traffic accidents, extreme weather conditions, or any other circumstances which are beyond our control. We do advise you to take out insurance that covers you for interrupted or cancelled services due to circumstances for caused by force majeure.
- Wherever possible we will supply the vehicle model agreed upon at the time of booking. However, we reserve the right to supply an alternative and suitable vehicle. In the unlikely event of vehicle breakdown, we will make every possible attempt to supply a replacement vehicle as quickly as possible. If a replacement cannot be supplied, you will receive a full refund for the service you had booked.

LUGGAGE:

- All property and luggage remains the responsibility of the passengers at all times.
- We accept no responsibility or liability for any loss or damage, no matter how caused, either whilst in transit or when left in the vehicle.
- Please ensure you advise us on the number of pieces and size of your luggage at the time of booking, thank you.

- When you are reserving a vehicle it is your responsibility to check that it has sufficient space and weight allowance to accommodate the luggage to be carried.
- It remains at the discretion of the drivers whether to load undeclared bulky items, suitcases in excess or items that do not meet the conditions of safe transportation by law.

PASSENGER BEHAVIOUR:

- The client/purchaser is held responsible for the behavior of all passengers, and for informing them of the provisions of this agreement. They all are responsible for ensuring that the party's conduct does not threaten their own, the drivers' or any other person's safety.
- Seatbelts should be worn at all times, and passengers should not lean out of the windows.
- Smoking, eating and drinking alcoholic beverages inside our vehicles is strictly forbidden.
- In case of any damage, we will charge a fee as compensation for any damage caused.

HEALTH AND SAFETY:

- If anyone in the party has specific health issues or physical disabilities, these ones must be specified at the time of booking. Should we consider itself unable to meet regular H&S requirements for the customer and other passengers' safety, we will regretfully have to decline the booking.

CHILDREN IN VEHICLES:

- If children are included in your party, you must inform us during the booking process and specify the children age by providing also suitable child restraints to be fitted into the vehicle prior to beginning the journey.

ANIMALS IN VEHICLES:

- We accept registered guide dogs, however we should be advised of this option at the time of booking. All other animals will be accepted at our discretion and should be specified at the time of booking. We reserve the right to refuse the transportation of animals, except registered guide dogs or other registered animals used for health purposes.

DISCRIMINATION:

- We operate a strict policy of non-discrimination for race, religion, sexual orientations, health and disability and all other areas of discrimination.

DATA PRIVACY POLICY:

- We comply with the General Data Protection Regulation (Regolamento Europeo n.2016/679).
- We understand the importance of maintaining the confidentiality of the information stored while providing services.
- We assure that we will only use your data as specified here and for its legitimate business reasons and purposes.
- We need personal data from you (including your name, postal address and e-mail address, telephone number and credit card details) in order to confirm your booking; in order to make your invoice and in order to make your payment.
- We will not sell, rent or trade your personal information to third parties for marketing purposes.
- We are obliged to pass such information on to the relevant suppliers (except credit card details) and if required by them or by law to security or credit checking companies and public authorities.
- The transmission of information via internet (e-mails included) is not completely secure, we will use all efforts to protect your personal data. Once we have received your information, we will use strict procedures and security features to try to prevent any unauthorized access.
- If you have any questions or concerns about the information we hold about you, you may email at info@capitaltravelservice.it, thank you.