

## **TERMS AND CONDITIONS OF CAR RENTAL SERVICE WITH DRIVER**

### **QUOTES AND BOOKING:**

- All quotations must be requested by email at **reservation@aircarservice.com**, where an operator will respond by including all possible additional expenses such as the surcharge for the public holiday or for night .

The rates include fuel and motorway tolls in Italy, while NOT include any motorway tolls abroad, charges for ferries and tunnels, car parks, services complementary inputs in town centers and ZTL where required.

- Our reservation center answers at ext. **+39 035.3844411**
- VAT rate applied under the law.
- For direct transfers extra urban (non-stop), the fare is calculated per kilometer cost.

### **EXTRAS:**

- Celebration service: increase of 50% of the ordinary rate (Sundays and holidays such as : Christmas, August, New Year Day, etc ...)

Night service (from 22:00 PM to 6:00 AM): surcharge of 20% of the ordinary rate.

- On request, drivers are available with the knowledge of the English language
- Any extension of the rental and / or requests for additional services, not booked, will be agreed with the Booking Office.

### **ORGANIZATION OF THE SERVICE:**

- The driver will meet the customers with the sign indicating the name of the customer or the company:

1. At the airport: passenger exit in the arrivals hall after customs;
2. At the train station to the place agreed with the booking office;
3. At the port: the quay where it is expected to land passengers;
4. In the city: in the place indicated by the booking office

- **AIR CAR SERVICE SRL** cooperates with other rental company with driver, to the same standards quality and efficiency, and can use these to carry out the services for which the sees fit.

### **PAYMENT METHODS:**

- With a credit card, (we will not accept American Express and Diners) communicating at the confirmation of the services:

1. the credit card number
2. the expiry date
3. The full name of the holder
4. the security code on the back of the card is a payment guarantee for the authorization direct debit at the

end of the service.

It will be the AIRPORT GROUP responsibility for the transaction through the Internet site of Maestro.

- With a Bank transfer to AIR CAR SERVICE Srl at BANCO POPULAR Branch Grassobbio

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Swift Code BAPPIT21AP5

to be made at least six days prior to the execution of the services required with prior currency on the day of service.

Sending, by fax or email, copy of the transfer executed resulting invoice.

- Direct payment by cash.

### **BILLING:**

On request, the total amount of the service will be billed directly to the customer by AIR CAR SERVICE srl upon notice at the time of booking of the invoice header (full name, company name, billing address and VAT).

### **USER CONDUCT DURING THE CAR RENTAL with DRIVER SERVICE**

Users of the rental service are prohibited from:

1. smoking during transport;
2. throwing objects from the vehicle both stationary or moving;
3. deface, defile or damage the vehicle;
4. claiming that transportation is made in violation of safety rules and behavior provided for in the current Highway Code.

### **LUGGAGE AND MORE:**

- Each passenger can carry with it up to two suitcases; excess baggage like skiing and equipment must be declared at the time of booking, to ensure that the car is suitable for such carriage.
- It is the discretion of the driver, load bulky objects on cars undeclared or in suitcases excess or that do not meet the safe transport conditions (broken suitcases, dirty, wet etc)

### **RIGHT OF CANCELLATION OF CAR RENTAL SERVICE WITH DRIVER AND ADDITIONAL SERVICES**

The customer can make the cancellation of reservations by writing, by sending an e-mail or fax.

The cancellation of the car rental service with driver or complementary services, without penalty is accepted within 12 business hours prior to the service.

Cancellations within 6 working hours before the start of the service have a penalty applied equal to 50% of the service.

If your flight is canceled or greater than 30 minutes at the start delay is the obligation of the customer to inform our booking number to be able to guarantee the presence of one of our employees on arrival.

If the customer does not show up to the appointment with the driver latter, after an hour from landing flight or by appointment, and without having heard from the customer, abandon the location and the service will be fully charged.

Any request for changes of bookings already confirmed (eg. change of schedule, change vehicle, location, duration) should be forwarded to the center Reservations who will verify the ability to make the required change.

### **RESPONSIBILITY**

- AIR CAR SERVICE SRL is committed in every reasonable way to achieve their own vehicles or vehicles conducted by external consultants in time to start dating and get to destination.

It will not be responsible for delays due to force majeure (weather, socio-political events etc.)

- The properties of the passengers are instead carried entirely under the responsibility of passenger who declares the property at the time of boarding.

Controlled at the start the correspondence of your luggage, liability for loss or damage will not be able be accepted all transported objects travel at your own risk.

- The company is NOT liable for any damage, loss and / or theft of luggage

### **COMPLAINTS:**

- It is compulsory to bring us back to the customer in writing at [reservation@aircarservice.com](mailto:reservation@aircarservice.com), in the shortest possible time any problems arising from inefficiencies or failures directly attributable to our work. We will take actions carefully to mitigate any discomfort and loss in customer satisfaction.

- These conditions of transportation and all the services connected to them comply with the laws governing the sale of services in Italy.

This ensures the protection of the passenger and his baggage