

QUOTATIONS & BOOKINGS:

- All request of quotation must be sent by email to the booking office, an operator will reply with the quotation including all possible additional costs, such as the supplement for the festive or night services. Rate include fuel and motorway tolls in Italy, do not include any external motorway tolls, expenses for ferries and tunnels, parking, complementary services, entrances to historic centers and ZTL where required.
- Our booking office phone number is +39 035.3844411.
- VAT rate applied in accordance with the law.
- For extra-urban direct transfers (non-stop), the rate is calculated by kilometer cost.

ADDITIONAL COSTS:

- Festive service: increase of 50% on the ordinary rate. (Sundays and holiday days as: Christmas, Mid-August, New Year, etc...).
- Night service: (from 22:00 to 06:00): increase of 20% on the ordinary rate.
- Upon specific request, we have drivers with knowledge of English, French and Arabic languages.
- Any extension of the rental and/or request of additional services, not booked, must be agreed with the Booking Office.

ORGANIZATION OF THE SERVICE:

- The driver will meet customers with the sign indicating the name of the passenger or company:
 1. Airports meeting-point: after customs, in the arrivals hall;
 2. Railway Station meeting-point: Place agreed with the booking office;
 3. Port meeting-point: on the quay, where will be the landing of passengers.
 4. City-meeting point: Place agreed with the booking office.
- AIRPORTAXI SRLS collaborates with others company car rental with driver, with the same standards of quality and efficiency, and can use these for all performance of the services which considers appropriate.

PAYMENT TERMS:

- PAYPAL: On our website www.aircarservice.com , www.bergamottransfer.com, www.taxibergamo.com, www.italytransfer.com).
- BANK TRANSFER: Must be made 3 days before the execution of the transfer request with currency one day before the service. Also we need a copy of the bank transfer, we will send you the invoice.
- DIRECTLY TO THE DRIVER: Payment by credit card (Bancomat, Visa, MasterCard)

BILLING:

Upon request, the total amount of the service will be invoiced directly to the customer by AIRPORTAXI SRLS, upon communication with the request of the invoice during the booking process (full name, company name, billing address, VAT number and SDI code).

USER CONDUCT DURING THE CAR RENTAL SERVICE WITH DRIVER:

Rental service users are prohibited to:

1. Smoking during transportation;
2. Throw objects from vehicles both stationary and in motion;
3. Dirt or damage the vehicle;
4. To demand that the transport be made in violation of the safety and behavior rules foreseen by the current highway code.

LUGGAGE TRANSPORT AND MORE:

Each passenger can carry up two suitcases with them, any excess baggage ex: skis and equipment must be declared during the booking to avoid that the car is not suitable for this transport.

It remains the drivers' discretion to load bulky objects that are not declared, excess suitcases or luggage that do not present the conditions of safe transport (broken and dirty suitcases).

CANCELLATION POLICY & CUSTOMER NO SHOW TERMS:

- In case of cancellation, the customer must contact us only by email or fax.
- The cancellation of the car rental service with driver or of the complementary services, without penalty, is accepted within 16 working hours before the service.
- Cancellations received within 8 working hours prior the pick-up time of the transfer will be applied a penalty equal to 70% of the amount of the service, after this deadline the full amount will be charged.
- In case of a canceled flight or a delay of more than 30 minutes on departure, the customer is obliged to notify our booking office in order to guarantee the presence of one of our drivers on arrival.
- If the customer does not appear at the meeting with the driver, after one hour from the landing of the flight or from the pick-up time booked, without news or contact from the customer, the driver will leave the pick-up location and the service will be fully charged.
- Any request for change bookings that have already been confirmed (change of time, change of vehicle, route, duration, etc.) must be sent to the booking office which will verify the possibility of making the requested change.

RESPONSIBILITY:

- AIRPORTAXI SRLS undertakes in any reasonable way, for its vehicles or vehicles driven by external collaborators, to be on time at the appointments of departure and arrival at their destination. However, it will not be responsible for delays due to force majeure (atmospheric events, socio-political etc).
- Passenger properties are instead transported entirely under the responsibility of the passenger who declares ownership. Check the correspondence of your baggage on departure. Responsibility for loss or damage must not be accepted. All items transported under your responsibility.
- The company is not responsible for any damage, loss and / or theft of luggage.

COMPLAINTS:

- The customer must report us, by an email to the address reservation@aircarservice.com, in the shortest times possible, for any problems deriving or directly attributable to our service. We will take care quickly to resolve any inconvenience for the customer satisfaction.
- These conditions of transport and all the services connected to them respect the laws that regulate the sale of services in Italy, this guarantees the protection for the passenger and his baggage.