

## Terms and Conditions

### PlusAirportline transfers

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## Introduction

These terms and conditions should be read carefully before making any booking. By making a booking with us, Passengers agree to be legally bound by these terms and conditions which also may be modified and posted on our website from time to time.

By making a booking with us, the Passenger confirms that he is 18 years old or over. Passengers also confirm that all details the said passenger provides us with, for the purpose of purchasing the service from our company, are correct. The Passenger is fully responsible for any consequences resulting from these details being given incorrectly.

Plus Group Kft (Plus Group Ltd; referred to in the agreement as 'we, us or our') may alter these terms and

This contract has been drafted both in English and Hungarian. Should there be any provisions debatable; the Hungarian version of the Terms and Conditions is to be considered the guiding principle.

Unless stated otherwise in this contract, should there be any inconsistency between this contract and any other terms and conditions on our web page or documents, this contract is to be considered valid.

For any possible debates or questions not covered by this contract, the laws of the Republic of Hungary shall have effect.

These terms and conditions, together with the privacy policy, any order form and payment method instructions, if any, replace all other terms and conditions previously applicable to the use of our website and/or sale of the service on behalf of the supplier.

## Contracting Parties

These booking conditions cover all bookings made through Plus Group Kft, including bookings made directly on our website and those booked through our distributors, or any agents.

Your booking confirmation email is the contract with Plus Group. A booking confirmation that has been issued to the passenger is evidence of a contract between the passengers and Plus Group.

The travel contract is established between the Passenger and Plus Group Kft. The contract is effective from the time of the booking. For online bookings this is the confirmation of the booking; for orders paid with bank transfers or deposits, the time of the booking is the time of the order placed by the phone call with our operator (if Passenger made a booking via e-mail, the contract is effective from the time the confirmation is sent to the Passenger's email address.)

We may transfer or subcontract any or all of our rights and obligations under these terms and conditions at any time.

Our Services are provided to Passengers for private domestic use only. The contract between Passengers and our company is a consumer contract. Accordingly, we do not accept any liability for any business loss caused by the unsatisfactory fulfilment of the transfer order.

In case the booking was not made by the Passenger but by another person, or the booking is for more than one Passenger, we assume that all Passengers agree to provide their personal details to us and make a statement to accept all terms and conditions in this contract.

We promise that all Services Passengers purchase from our website will be performed with reasonable skill and care and, as far as reasonably possible, in accordance with

conditions from time to time and will post any amendments on our website, following which all use of our website will be governed by that version. The terms governing the purchase and use of any service will be the terms in place at the time of a Passenger's order.

Failure by either party to exercise any right or remedy under this agreement does not constitute a waiver of that right or remedy.

We have made every effort to ensure that this agreement fully complies with the laws of Hungary. However, we cannot confirm that this agreement is appropriate or available for use in locations outside of Hungary. If any provision or term of these terms and conditions shall become or be declared illegal, invalid or unenforceable for any reason whatsoever, such a term or provision shall be deleted but the remaining provisions shall continue with full effect.

our agreement. We will do our best to ensure that all materials and information published on our web site are accurate, but regrettably errors do occur, and we reserve the right to rectify such errors before a Passengers' booking is confirmed.

## Our services

Our company offers the following 6 types of transfer services:

### ***Scheduled low cost bus transfer:***

With our low cost bus transfers Passengers are transferred between the airport and an appointed place in the given city center of easy access. About the exact meeting points, information about further stops is sent in the E-ticket.

Our schedule low cost bus transfers can be booked for all airlines' flight.

Before making a booking it is the passengers' responsibility to check if there are suitable bus departure time for his flight.

Timetables are available on airline's website and on Plus Group's airline dedicated website.

If a passenger books the service for a flight that is not covered by the given timetable we cannot accept any complaints. We reserve the right to inactivate such bookings.

We reserve the right to change the timetables! However, about short notice timetable change we inform our passengers via email it is always the passengers' responsibility to check the actual timetable 24 hours prior to journey.

This is a shared transfer, consequently several passengers travel with the vehicle at the same time. Our scheduled low cost bus transfers are running according to a timetable, consequently the booked transfer is not valid for a fixed time but for a given calendar day. In the E-ticket our Company sends to our Passengers contains the whole timetable in which the suggested transfer start time is indicated, from which our Passengers may differ at their own risk and can choose their suitable transfer start time from the given timetable.

Protecting our Passengers' interests means that unfortunately we cannot wait for any of our Passengers arriving late. Because of the schedule service in such cases our Passengers can use the following bus as well.

The transfer vehicle cannot stop between the terminal points unless the given service has multiple stops.

If there are multiple stops available (about this information is sent in the E-ticket and are available on our website), we recommend you board the vehicle at the end stops. If you would like to board our low-cost transfer at



an intermediary stop, please note that you can choose to do so at your responsibility.

Please note, we cannot accept claims in case your transfer fails to be fulfilled satisfactorily as a result of your trying to board at an intermediary stop or an incorrect transfer of vehicle (eg. there are no free seats, you cannot board the vehicle because it is full, or the transfer runs with a delay).

We reserve the right to change the pick-up/drop-off procedure! However, about short notice changes we inform our passengers via email it is always the passengers' responsibility to check the actual timetable, transfer information document, E-ticket and any other provided information document 24 hours prior to journey. In case a Passenger cannot travel with our service due to problems like delayed airport procedures or flight delays, flight cancellations unfortunately we cannot offer transfer fare refund or guarantee the option to use the same transfer later; however we do our best to organize the service for the passenger.

#### ***Dedicated low cost bus transfer:***

With our dedicated bus transfers our Passengers are transferred between the airport and an appointed place in the given point of the city of easy access. About the exact meeting points, stops information are sent in the E-ticket and are available on our website.

In some of our locations with dedicated low cost bus transfer we only transfer passengers to the specified airline's flights. In these locations, please note that we cannot guarantee to transfer you to flights of other airlines. You can find information on whether other airlines are served by our transfer in the given airport at our website.

Before making a booking it is the passengers' responsibility to check if there are suitable bus departure time for his flight.

Timetables are available on the airline's website and on Plus Group's airline dedicated website.

If a passenger books the service for a flight that is not covered by the given timetable we cannot accept any complaints. We reserve the right to inactivate such bookings.

This is a shared transfer, consequently several passengers travel with the vehicle at the same time. Because of the joint passenger transport (passengers can be transferred together, of several flights flying at approximately the same time) there may be minor delays in the start times of the transfers from the airports. Such delays give rise to no debate or claim.

Our dedicated low cost bus transfers are running according to specific a timetable dedicated to the specified airline's flights. In the E-ticket our Company sends to our Passengers contains the whole timetable in which the dedicated transfer start time is indicated.

It is the Passengers' responsibility to choose the correct transfer start time of the bus dedicated to their flight. Passengers can only travel with the bus dedicated to their flight. In case a Passenger cannot travel with our service at a time dedicated for him/her due to problems like delayed airport procedures or flight delays, flight cancellations unfortunately we cannot offer transfer fare refund or guarantee the option to use the same transfer

later; however we do our best to organize the service for the passenger.

We reserve the right to change the timetables! However, about short notice timetable change we inform our passengers via email it is always the passengers' responsibility to check the actual timetable 24 hours prior to journey.

Protecting our Passengers' interests means that unfortunately we cannot wait for our Passengers arriving with a severe delay; however, we do our best to organize the service for the passenger.

The transfer vehicle cannot stop between the terminal points unless the given service has multiple stops. If the transfer has several stops in the city, this is stated on the E-ticket.

If there are multiple stops available, we recommend you board the vehicle at the end stops. If you would like to board our low-cost transfer at an intermediary stop, please note that you can choose to do so at your responsibility. Please note, we cannot accept claims in case your transfer fails to be fulfilled satisfactorily as a result of your trying to board at an intermediary stop or an incorrect transfer of vehicle. (eg. there are no free seats, you cannot board the vehicle because it is full, or the transfer runs with a delay.)

We reserve the right to change the pick-up/drop-off procedure and the timetable! However, about short notice changes we inform our passengers via email it is always the passengers' responsibility to check the actual timetable, transfer information document, E-ticket and any other provided information document 24 hours prior to journey.

#### ***Long distance bus transfer:***

With our long distance bus transfers our Passengers are transferred between the airport and an appointed place in the given point of the city of easy access. About the precise meeting points, stops information are sent in the E-ticket and are available on our website.

In some of our locations with long distance low cost bus transfer we only transfer passengers to the specified airline's flights. In these locations, please note that we cannot transfer you to flights of other airlines. You can find information on whether other airlines are served by our transfer in the given airport at our website. You can find this information on the booking page, in the description of the services available, and also at the general description of our services.

Before making a booking it is the passengers' responsibility to check if there are suitable bus departure time for his flight.

Timetables are available on the airline's website and on Plus Group's airline dedicated website.

If a passenger books the service for a flight that is not covered by the given timetable we cannot accept any complaints.

This is a shared transfer, consequently several passengers travel with the vehicle at the same time. Because of the joint passenger transport (passengers can be transferred together, of several flights flying at approximately the same time) there may be minor delays in the start times of the transfers from the airports. Such delays give rise to no debate or claim.

Our long distance bus transfers are running according to specific a timetable. In the E-ticket our Company sends to

our Passengers contains the whole timetable in which the dedicated transfer start time is indicated.

It is the Passengers' responsibility to choose the correct transfer start time of the bus dedicated to their flight. Passengers can only travel with the bus dedicated to their flight. In case a Passenger cannot travel with our service at a time dedicated for him/her due to problems like delayed airport procedures or flight delays, flight cancellations unfortunately we cannot offer transfer fare refund or guarantee the option to use the same transfer later; however we do our best to organize the service for the passenger.

We reserve the right to change the pick-up/drop-off procedure and the timetable! However, about short notice changes we inform our passengers via email it is always the passengers' responsibility to check the actual timetable, transfer information document, E-ticket and any other provided information document 24 hours days prior to journey.

#### ***City Shuttle transfer:***

With our city shuttle transfers our Passengers are transferred between the airport and one or several drop off points in the given point of the route with easy access to the hotel in the zone/city. About the exact meeting points, stops information are sent in the E-ticket.

Please note that city shuttle transfers get only confirmed if the proper destination/pick-up stop or city is given. Bookings with no or incorrect/incomplete destination/pick-up stop or city (not within the served area) will automatically inactivated 2 working days prior to departure. Please note that in case of transfers not provided due to lack of full/correct address the transfer fare is not refundable!

In case of bookings for the following day, the E-ticket is automatically downloadable. Therefore we cannot take any responsibility of not provided services due to incorrect/incomplete destination/pick-up stop or city.

This is a shared transfer, consequently several passengers travel with the vehicle at the same time. Because of the joint passenger transport (passengers can be transferred together, of several flights flying at approximately the same time) there may be minor delays in the start times of the transfers from the airports. Such delays give rise to no debate or claim.

With this transfer we only transfer passengers from/to specific stops in the given city. In case you book the transfer to/from an address not within the city limits, you need to pay a transfer price difference to be transferred (if the transfer can be organised).

If we cannot organise your transfer to/from the address outside the city, or you do not wish to pay the price difference and you cancel your transfer in time, you have the opportunity to use the booked transfer in one year; give it to another passenger; or use a credit equal to the price of the cancelled transfer for the purchase of any of our transfer services. For more information about using cancelled transfers or credit, please check 'Cancellation'. Please note, that the transfer fare is not refundable!

In case of city shuttle service we do not give a fix pick-up time, only approximate intervals. In some destinations precise pick-up time is sent to Passengers' email address 24 hours prior to departure or it is the Passengers's responsibility to confirm the pick-up time with our local partner. In such cases Passengers are notified about the

pick-up process on their E-ticket. In such cases it is the Passengers' responsibility to check his email address.

We reserve the right to change the pick-up/drop-off procedure and the timetable! However, about short notice changes we inform our passengers via email it is always the passengers' responsibility to check the actual timetable, transfer information document, E-ticket and any other provided information document 24 hours prior to journey.

Protecting our Passengers' interests means that unfortunately we cannot wait for our Passengers arriving with a severe delay; however, we do our best to organize the service for the passenger.

#### ***(Shared) Door to door transfer:***

At most of the destinations where we have a door-to-door transfer we take our passengers between the airport and any address within the limits of the given city, however, there are some destinations where our service is available only within a given zones. You can find this information on the booking page, in the description of the services available.

This is a shared transfer, consequently several passengers travel with the vehicle at the same time. Because of the joint passenger transport (passengers can be transferred together, of several flights flying at approximately the same time) there may be minor delays in the transfers. Such delays give rise to no debate or claim.

The transfer vehicle may have several stops in the city, because it can transfer Passengers to and from several addresses. Minor delays in the transfer time caused by multiple stops give rise to no debate or claim.

Please note that shared door-to-door transfers get only confirmed if the proper destination/pick-up address is given. Bookings with no address/incomplete address/incorrect address (not within the served area) will automatically inactivated 2 working days prior to departure. Please note that in case of transfers not provided due to lack of full/correct address the transfer fare is not refundable!

In case of bookings for the following day, the E-ticket is automatically downloadable. Therefore we cannot take any responsibility of not provided services due to incorrect/incomplete address.

In some of our locations with our door to door service we only transfer passengers to the specified airline's flights. In these locations, please note that we cannot guarantee to transfer you to flights of other airlines. You can find information on whether other airlines are served by our transfer in the given airport at our website. You can find this information on the booking page, in the description of the services available, and also at the general description of our services.

With this transfer we only transfer passengers from/to addresses within the city limits of the given city. In case you book the transfer to/from an address not within the city limits, you need to pay a transfer price difference to be transferred (if the transfer can be organised).

If we cannot organise your transfer to/from the address outside the city, or you do not wish to pay the price difference and you cancel your transfer in time, you have the opportunity to use the booked transfer in one year; give it to another passenger; or use a credit equal to the price of the cancelled transfer for the purchase of any of our transfer services. For more information about using

cancelled transfers or credit, please check 'Cancellation'. Please note, that the transfer fare is not refundable!

In some cases of shared door-to-door service we do not give a fix pick-up time, only approximate intervals. In some destinations precise pick-up time is sent to Passengers' email address 24 hours prior to departure or it is the Passengers's responsibility to confirm the pick-up time with our local partner. In such cases Passengers are notified about the pick-up process on their E-ticket. In such cases it is the Passengers' responsibility to check his email address. If the Passenger does not contact our local partner to confirm the pick up time we cannot guarantee the transfer.

We reserve the right to change the pick-up/drop-off procedure and the timetable! However, about short notice changes we inform our passengers via email it is always the passengers' responsibility to check the actual timetable, transfer information document, E-ticket and any other provided information document 3 days prior to journey.

### **Private services**

We provide private service only on demand.

We transfer Passengers between the given airport and any address within the given zones of the given city. Zone information can be found on our website in the Destinations chapter and also in the Transfer description, as the part of the booking process.

The vehicle only transfers the Passengers of the booking in question and it only stops at the airport and the destination/pick-up address given by the Passenger. This can only change in force majeure situations.

After the flight arrival, the driver will wait for the Passenger inside the terminal, in the arrival hall, with a nameplate.

In the city the driver will wait for the Passengers at the in front of the accommodation given.

We transfer the Passengers between the airport and any address within the city or the given zones of the given city. In case the Passenger books the transfer to/from an address not within the standard zone limits, the Passenger will have to pay a transfer price difference to be transferred (if the transfer can be organised).

If we cannot organise the Passenger's transfer to/from the address outside the city or zone, or the Passenger does not wish to pay the price difference and cancels the transfer in time, the Passenger has the opportunity to use the booked transfer in one calendar year, give it to another Passenger or use a credit equal to the price of the cancelled transfer for the purchase of any of our transfer services.

For more information about cancelled transfers or credit, see 'Cancellation and payment refunds

## **Ordering**

### **Online booking**

If you purchased your ticket at a website operated by Plus Group you need to follow the instructions below.

Passengers can order our services on our website, with a valid credit or debit card.

To make a booking, Passengers need to choose the desired transfer (date, location, type) from the list in the 'Book your transfer' box, and follow the instructions on our website. After Passengers have given all the data necessary for the transfer booking and the payment, an

automatic booking confirmation e-mail will be sent to the e-mail address of the Passengers given during the booking process.

Only clients with valid, relief printed bank or credit cards can make reservations on our website. We accept payments with Visa, Visa Electron, MasterCard and Maestro, for which we do not bill administrative fees.

Accordingly, on this site, Passengers must give their bank card number and expiration date, as stated on their card.

In order to complete a successful purchase, Passengers must also fill out the section CVC2 or CVV2 regarding identification. CVC2 are the last three digits found in the centre of the signature strip on the EC/MC card, and CVV2 are the three digits following the 16 digit number on the signature strip's right side on the VISA Classic card.

By sending the data (clicking on the „Pay“ button) the payment transaction is completed. Passengers will receive confirmation about the result of the payment in each case. After finishing the booking procedure, Passengers will be navigated back to our website.

The page is validated by Verisign Inc, and the communication is protected by powerful (128 bite) coding. The Passenger can check the certificate by clicking on the Verisign Logo. Should Passengers attempt a booking with a credit card that has insufficient funds, is expired or Passengers are not the owner of the card, Passengers will be liable for all charges and consequences of doing so.

### **Order confirmation**

We can only accept bookings for the following day until 11:00 or 16:00 CET depending on destination. This can be checked on our website in our booking tool. Passengers who would like to make a booking after this time will need to contact us directly.

For successful online bookings, our company automatically sends the Passenger a booking confirmation e-mail. If Passengers make the order by telephone or via e-mail using a bank transfer, our customer service will confirm the booking after receiving the proof of the bank transfer via email, by sending the Passenger his E-ticket.

The Passenger have to download and print out the E-ticket from our website. Passengers' E-tickets are available approximately 10 days (but not later than 3 working days) before travel. In case the Passenger booked the transfer later than 3 working days before travel, the E-ticket will be available on the next day.

Passengers are sent a notification to their email address when the E-ticket is ready to download. In the notification, Passengers will receive a link to their personalized surface in our online customer service system.

E-tickets for bookings arriving only one day prior to departure will be immediately available for download.

On this surface, the Passenger can access the E-ticket, and transfer information.

The Passenger have to print the E-ticket and take it for the journey! It is the Passenger's responsibility to read all transfer information documents carefully, as these contain important information about the transfer service.

This E-ticket will contain:

Transfer data:

- date and time of flight;
- Timetable for the bus transfer;
- meeting point; drop-off point;

Booking data:

- booking code;
- customer name;
- number of passengers;

Useful information about the transfer:

- local partner's phone numbers,
- call centre phone numbers, email addresses;

Passengers can also access the E-ticket without using the link in the notification e-mail. Passengers can access the download page by logging in to their booking on our website.

From the website where you can download your E-ticket, transfer information materials are also available for download; these contain useful information for the transfer, and give advice for solving a few frequent problems.

We do our best to ensure that every passenger will get their E-ticket in time.

If the Passenger cannot download his E-ticket at least 2 working days prior to travel, it is the Passenger's responsibility to contact us. We will not be liable for the Passenger's transfer booking failing to be fulfilled, for any losses and expenses the Passenger may incur, should the Passenger fail to notify us about the E-ticket not being accessible, or if the Passenger should travel without his E-ticket.

In certain locations, our door-to-door / city shuttle transfers can be booked together with a flight ticket. For these bookings, the destination/pickup address needs to be given afterwards. For such door-to-door / city shuttle bookings, the passengers are automatically sent an e-mail after booking. This e-mail does not serve as a confirmation but contains a link to our site where the passengers need to give the transfer destination/pickup address or in case of city shuttle service the destination/pick-up point or city for the given booking. The booking only gets confirmed once the address or pick-up point/city is given.

### **Passengers' responsibilities before and during the time of travel**

Our company does not receive passenger telephone or mobile phone number, therefore it is the passengers' responsibility to call us with any urgent issues.

It is the passengers' responsibility to check all travel data including but not limited to the direction of the airport transfer service, flight details, travel date, etc. in the sent emails and the provided E-tickets.

Since the E-ticket that entitles passengers to use our airport transfer services are issued by an automatic system we cannot take any responsibility for any bookings with incorrect/incomplete data (especially destination/pick-up address; flight details, journey dates, etc.) given. We reserve the right to inactivate such bookings not later than 17:00 CET on the day before travel.

In case a return transfer is booked along with a one-way flight ticket (e.g. in case of travelling with different airlines or booking the two one-way flight ticket separately) it is the passengers' responsibility to provide all necessary information about the other trip (flight number, journey time, date, flight arrival/departure time, etc.) referring to the original booking. This can be done in our website by logging in to the passengers' booking or via email not later than 11:00 CET on the previous day before travel.

Some transfer services are only get confirmed when the correct/complete destination/pick-up address is given. Destination/pick-up addresses can be given in our website by logging in to the passengers' booking or via email not later than 11:00 CET on the previous day before travel.

If the Passenger's flight is delayed or cancelled for any reason, or if the Passenger travels with another flight, the Passenger shall notify us as soon as possible! If the Passenger cannot board our transfer vehicle at the time and place stated on the E-ticket, the Passenger should call us, either by using the driver's phone number or the central call centre number.

If the Passenger is at the meeting point at the time dedicated to his flight given in the E-ticket and cannot find our driver/transfer vehicle, or if the Passenger cannot find the meeting point, the Passenger should call either the driver's phone number or the central call centre number.

Passenger must be at the boarding point at least 10 minutes prior to the departure time of the vehicle to ensure travel on the specified service. Failure to do so may result in reserved seats being allocated to other passengers. No responsibility for any loss can be accepted in such circumstances.

We will not be liable for any transfers that failed to be fulfilled because the Passengers did not have the E-ticket with them, or did not use the information or the suggested problem solving methods written on their E-ticket and the transfer information document.

In case the transfer fails to be fulfilled due to lack of trying such problem solving advices we cannot accept complaints and the transfer fee cannot be refunded.

### **Changes to the transfer booking**

#### ***Transfer cancellation, changes on our initiative***

We reserve the right to refuse any order placed by Passengers. In the event that we have to cancel any booking, we will send an email to advise our Passengers at least 24 hours before travel. An alternative may be offered.

If the transfer had to be cancelled or modified because of force majeure events (circumstances unforeseeable or beyond our control), we will do our best to notify Passengers as soon as we can. However, in such cases, we cannot take responsibility for any losses our Passengers may suffer.

If our company cannot provide the service the Passenger ordered due to the fault of our employees or suppliers, we will refund the Passenger the price paid for the ordered service or in case of return services the amount paid for the part not fulfilled; in this case our liability will be limited to the price of the booked transfer service or the part not fulfilled. (For details, please see [Complaints](#).)

We reserve the right to modify the pick-up process and timetable for any transfer if necessary. We will contact our Passengers via email at least 12 hours before departure regarding any such changes.

#### ***Changes, cancellation on the Passenger's initiative***

If the Passenger's booking details change, the Passenger can amend his booking up to 3 working day prior to departure of both the original and new travel data. Passengers whose flight has been changed by the airline may modify their booking in less than 3 working days before departure.

Although we strive to provide an alternative transfer for all such Passengers, failure to notify us in due time may result in our inability to do so. If the Passenger's flight changes for any reason, it is the Passenger's responsibility to contact us as soon as possible!

All requests for changes should be sent to our e-mail address [transfers@plusairportline.com](mailto:transfers@plusairportline.com).

We will do our best to provide the Passengers with an alternative transfer to comply with the Passenger's changed booking details, but we cannot guarantee that all modified requests will be fulfilled.

### **Modification of Flight Data/Personal Data**

Passengers can change the following details at least 3 working days prior to their travel, free of charge:

- Transfer start time
- Passengers' names, contact info
- Pick-up/drop-off point in the city.

After 3 working days before travel, changes cannot be made even with modification fee.

Unfortunately we cannot accept automatic modification requests for the following details:

- Increase in the number of passengers

If you require transfer service for more passengers than in the original booking, please make a separate booking for the supernumerary passengers.

### **Transfer Upgrade**

Unfortunately we cannot change the Passenger's booking to another city/zone or types of service. If the Passenger would like to travel with us to another location or with another types of service, passenger can upgrade their reservation at our website's My Booking surface. To login, you will need your booking code and e-mail address given while booking. The modification fee is: 2-3 days before travel: 3 EUR; 4-8 days before travel: 1 EUR; 9+ days before travel: free of charge.

The paid amount can only be used for one purchase. If the price of the new transfer is higher than the credit amount, the Passenger will need to pay the price difference. If the price of the new transfer is less than the credit amount, the remaining credit cannot be used for any later purchase.

In case the Passenger cancels the transfer booking in time, the Passenger will have a credit equal to the price of the cancelled transfer; this credit can be used to book a new transfer. More details can be found in '[Cancellation and payment refunds](#)'.

### **Cancellation and payment refunds**

Payment refunds can be processed under the regulation of EU law, within 8 working days. However, we can only accept cancellation requests a minimum of 3 working days prior to departure.

In case of cancellations after 3 working days before departure, the transfer fare of the cancelled transfer cannot be re-used and is not refundable (not even with cancellation fee).

We are not responsible for the correct performance or otherwise of third party suppliers other than airport transfer services organized by our company and in particular are not responsible for late, cancelled flights or

incorrectly featured transfer information on airline's website or booking flow.

All requests for cancellation should be sent in writing to [transfers@plusairportline.com](mailto:transfers@plusairportline.com).

If the Passenger has cancelled his transfer booking either partly or completely, we cannot refund the transfer fee to him. If the Passenger has cancelled his transfer in writing, a minimum of 3 working days before departure or the Passenger's flight was cancelled and the Passenger notified us in time, the Passenger can use the paid but not fulfilled transfer within 1 calendar year, or give it to someone else.

If the Passenger would like to use the already paid transfer, the Passenger needs to send us an e-mail, a minimum of 5 working days before travel, to [transfers@plusairportline.com](mailto:transfers@plusairportline.com). We will inform you how you can book a new transfer using your credits at My Bookings's Transfer Upgrade menu.

The e-mail needs to include:

- previous confirmed cancellation e-mail,
- new travel data
- travel date and time,
- flight number,
- Passengers' names and contact.

The Passenger's new E-ticket will be sent a minimum of 2 working days before his new travel date.

In case the Passenger does not wish to use his cancelled transfer or give it to someone else, the Passenger has the opportunity to use a credit, equal to the price of the cancelled transfer booking, within one calendar year, for the purchase of any of our transfer services.

The credit can only be used for one purchase. If the price of the new transfer is higher than the credit amount, the Passenger will need to pay the price difference. If the price of the new transfer is less than the credit amount, the remaining credit cannot be used for any later purchase.

The Passenger should contact us to organise the new transfer as soon as the new flight has been confirmed.

### **Prices**

For all transfer bookings, the Passenger has to pay the price as listed on our website in the booking flow at the time of their booking. Should these prices change between the date of booking and the travel date in any way, this price difference has no influence whatsoever on the valid booking and also gives no grounds for any claim.

At some destinations we sell tickets on board. In some cases prices of tickets sold on board can be different than our online prices.

### **Carrying children**

Children under 14 years must be accompanied by an adult.

Our company can provide child seats at most destinations; if a child seat is required, the Passenger should contact us to inquire. Please note that additional fees may occur. For details please contact our customer service.

If parents choose to use a child car seat, we recommend they take their own to ensure safety standards.

Passengers travelling with extra or special size/shape luggage should book extra luggage service on our website. For that Passengers should contact our customer service.

Passengers should inform us at least 3 working day prior to the travel via email at [transfers@plusairportline.com](mailto:transfers@plusairportline.com). If Passengers wish to travel with excess baggage including,

but not limited to, perambulators, carrying baskets or other oversized items. This is to ensure that the Suppliers' vehicles can accommodate the Passenger's needs. Should the Passenger fail to notify us at the time of booking, the Passenger will be liable for any additional costs incurred in the carriage of such items.

### Physically disabled Passengers

We do not charge our disabled Passengers for the transportation of foldable appliances (e.g. wheelchairs) necessary for them. However, please note that travelling with mobility scooters or appliances not foldable or exceeding the dimensions of a normal luggage is only possible within private services. For personalized quotations please contact us via email!

Our disabled Passengers shall inform us at [transfers@plusairportline.com](mailto:transfers@plusairportline.com) at the time of booking if they wish to travel with access baggage. This is to ensure that the Suppliers' vehicles can accommodate our Passengers. Should the Passenger fail to notify us at the time of booking, the Passenger will be liable for any additional costs incurred in the carriage of such items.

If the Passenger wishes to travel with a guide dog or any similar helping animal, the Passenger should contact our customer service. Please note that in some cases the service can be organized only within private service.

### Behaviour

We reserve the right to refuse carriage to any person (both before and throughout the transfer) who, according to the judgement of our local partner's representative:

- is thought to be under the influence of alcohol or drugs
- has an infectious disease
- attempts to smoke or consume alcohol in the vehicle
- does or most probably would pollute the vehicle with his/her clothing or baggage
- whose behaviour is disruptive in any way and/or affects the passengers' safety or that of the driver of the vehicle
- whose behaviour or appearance is disturbing
- acts in any way that is prohibited by the laws of the transfer destination country.

If we have to refuse to provide the Passenger with the booked transfer service for any of the reasons above, we do not accept liability for any extra costs incurred by the Passenger/or his party as a result of our doing so. In such cases, the transfer fare is not refundable.

### Luggage

Our transfer fee at most of our destinations includes the transportation of one piece of baggage per person, plus the hand luggage; however, at some destinations the regulation of this can be different. During the booking process, Passengers can be informed about the specification of the acceptable luggage capacity. If the Passenger would like to travel with baggage that exceeds the given limitations in size and/or quantity, the Passenger should contact our customer services. In such case an extra luggage fee can be charged.

Special size and shape objects (e.g. musical instruments, sports equipment) count as excess luggage, regardless of the number of luggage items the Passenger is carrying.

Any extra luggage fee paid for the flight does not apply to the transfer. Our Passengers need to pay an extra luggage

fee for the excess luggage items for the transfer. In some cases such fees only payable on the spot.

Should the Passenger fail to notify us and/or pre-book extra luggage space as needed, we cannot guarantee that the Passenger's luggage will be transferred, as the capacities of our vehicles are limited. This may result in our inability to transfer the Passenger or his luggage; or the Passenger having a long wait for his transfer to be organised. If we cannot satisfactorily provide the Passengers' transfer for this reason, we cannot accept any complaints for the given transfer.

If you wish to take perambulators or baskets for children please note that additional fees may occur. For details please contact our customer service.

We do not charge our passengers for foldable wheelchairs and similar devices of our passengers. The Passenger should inform us via email at [transfers@plusairportline.com](mailto:transfers@plusairportline.com) at least 3 work days prior travel if they wish to travel with excess baggage including, but not limited to, perambulators, foldable wheelchairs or other oversized items. This is to ensure that the Suppliers' vehicles can accommodate the Passenger. Should Passengers fail to notify us at the time of booking, the Passenger will be liable for any additional costs incurred in the carriage of such items.

We do not transfer animals in our vehicles (except guide dogs and similar helping animals. If the Passenger would like to travel with his helping animal, the Passenger should inform us at the time of his booking). Furthermore, we will refuse transportation of all items excluded from transportation by airlines.

In some of our locations we operate transfer services in cooperation with local transfer partners.

All our partners have insurance for luggage; the regulations of the insurance policies may differ in the details.

In case damage occurs to a Passenger's luggage, we will investigate and process the case according to the regulations applying to the given transfer location.

If damage occurs to the Passenger's luggage during the transfer (physical damage, lost baggage, theft) we can only accept any reimbursement request if our colleague is notified about the event on the spot. In case of physical damage, we can only accept a reimbursement request if, according to our colleague's judgement, outward signs of injury are visible on the luggage item that was intact at the beginning of the transfer.

When notifying our colleague about the damage on the spot, the Passenger should ask for a written statement from our representative that the Passenger informed him/her of the event.

If the Passenger's baggage was damaged or lost due to an actual or suspected crime (e.g. theft), the Passenger should report the event to the local police within one working day.

We can only accept any reimbursement request for damage to the Passengers' luggage if the request is sent to us, to [transfers@plusairportline.com](mailto:transfers@plusairportline.com), within 3 working days from the travel date (in case of return transfer bookings, within 3 working days before the return date).

The following documents must be attached to the request:

- description of the event;
- transfer booking confirmation;



- written statement from our representative about the event reported on the spot;
- in case of actual or suspected crime a copy of the police report (dated within one working day from the event);
- plus any other documents in connection with the event.

If the Passenger's claim for reimbursement is proved and accepted as rightful, the reimbursement will be transferred to the Passenger's account within 30 days after the receipt of the necessary bank details. We will request the required bank details to be sent in the e-mail containing the results of the investigation. Passengers should provide all the required bank details for the bank transfer; in case the Passenger does not provide the exact and full details, the payment cannot be made.

We can only pay refunds via bank transfer; we cannot give a cash reimbursement or a cheque.

During our transfers, valuable and/or fragile items can only be transported in the hand luggage, at the Passengers' responsibility. Valuable and fragile items cannot be transferred in the luggage compartment of the transfer vehicle, if any.

We are not liable for any items left in our vehicles, or whatsoever, during the transfer service. However if any identifiable lost items are found in our vehicles we will notify the Passenger.

### Complaints

If the Passenger wants to complaint about a problem that the Passenger encountered with the service provided, the Passenger must inform us by sending an e-mail to [transfers@plusairportline.com](mailto:transfers@plusairportline.com). We will endeavour to investigate the matter and notify the Passenger about our decision.

Any complaints must be sent via email to the address transfer service in question. Failure of the Passenger's to notify us of a complaint within 28 days does largely affect our ability to investigate the problem, and therefore we cannot accept complaints for transfers later than 28 days of travel.

We will investigate the Passenger's complaint and notify the Passenger about the result and our decision by e-mail.

In case passengers fails to answer our questions regarding the details of the transfer service in questions within 30 days the claim superannuates and the investigation will be closed as a not rightful complaint.

If the Passenger's claim for reimbursement is accepted as rightful, the reimbursement will be transferred to the Passenger's account within 30 days after the receipt of the necessary bank details. We will ask the required bank details to be sent via e-mail containing the results of the investigation. Passengers should provide all the required bank details for the bank transfer within 30 days after receiving our email about the judgement. In case the Passenger does not provide the exact and full details in time the complaint superannuates. In such cases the complaint will be closed as not rightful and the payment cannot be made.

We can only pay refunds via bank transfer; we cannot give a cash reimbursement or a cheque.

Our liability for unfulfilled transfers is limited to the transfer fare of the part not provided, paid under the given order code.

If the complaint is judged rightful we will refund the Passenger the sum paid for the not fulfilled service part. We will not be responsible for any claim arising as a result of any event or circumstance that we or the supplier(s) of the service in question could not have predicted or prevented, even if foreseeable. This may include (but is not limited to) an occurrence of force majeure incidents, flight cancellations, delays, etc.

We cannot accept any responsibility for delays reasonable or unavoidable, caused by the nature of our transfer services.

If you buy your ticket on board you need to follow the normal complaint procedures.

### Data protection

In order to process bookings, we need to collect certain personal details from our Passengers. These data will be sent by the specified airline (when the booking is made in the flow, or added to the flight ticket in the Web Check-In, Manage My booking surface) or collected by ourselves on our booking website.

These data will include, where applicable, the names, addresses, email addresses of Passengers, credit/debit card or other payment details and special requirements such as those relating to any disability or medical condition which may affect the chosen booking.

Passengers' email address will be used to send a confirmation of the service purchased with Plus Group. Therefore by booking the service passenger consent that the airline can share his email address with Plus Group so Plus Group can send the confirmation email.

Should the Passenger fail to provide us with a correct and complete e-mail address at which we can contact the Passenger at, we do not take any responsibility for not notifying the Passenger about possible changes.

In order to process the Passenger's orders we may share the Passenger's information with our transfer suppliers or another involved third party. We will provide only the personally identifiable information necessary to ensure the successful fulfilment of the Passenger's travel arrangements.

In order to provide transfer services for the passengers, in force majeure cases, Plus Group can disclose the passenger's e-mail address to third parties.

In case the Passenger provides us with personal details relating to any special requirements and/or details of any illnesses, disabilities, the Passengers consents to this information being passed onto any organisation or companies responsible for any part of the Passenger's travel arrangements.

We will not pass any information on to any company and/or organisation not responsible for providing any part of the Passenger's travel arrangements.

The information may also be provided to the authorities as required by law.

If the Passenger makes a successful booking with us, we are entitled to assume the Passengers does not object to our doing any of the things mentioned above, even without notifying the Passenger in advance; unless the Passenger tells us otherwise in writing.



By making a booking with us, the Passenger approves of their data being used by us for marketing purposes. As part of these marketing purposes, we are entitled to use our Passengers' data for the following:

- to send advertising and information materials to our Passengers, either electronically or via traditional mail
- to pass on our Passengers' data to third parties with the purpose that these third parties send advertising and information materials to our Passengers, either electronically or via traditional mail
- to use the data for the promotion of our services, public-opinion research, scientific and marketing researches
- to pass our Passengers' data to third parties with the purpose that these third parties use the data for the promotion of our services, public-opinion research, scientific and marketing researches.

In the course of using our Passengers' data for the above marketing purposes, we are bound to fulfil the pertaining regulations as required by law. We are not liable for the possible damages and contraventions of regulations during the usage of our Passengers' data caused by the third parties to whom we have forwarded data.

## Contact

For all administration requests (cancellation, travel data or booking data modifications, complaints) please send us an e-mail:

General: [transfers@plusairportline.com](mailto:transfers@plusairportline.com)

Booking: [transfers@plusairportline.com](mailto:transfers@plusairportline.com)

Complaint: [transfers@plusairportline.com](mailto:transfers@plusairportline.com)

The following data are necessary for the identification of the Passenger's booking and must be included in any email requests:

- booking code,
- destination and time of travel, and
- the contact name in the given booking.

We can only process our e-mails during office hours and in English.

Telephone: **0036 30 833 51 72**

For administration issues and for general information, our telephone service is only available during office hours.

Outside office hours, our telephone number is available 0-24 for urgent cases.