

Krakow-Balice Airport – Krakow city
Shared door-to-door transfer



Meeting points:

Krakow Airport:

At the airport our meeting point is inside the terminal.

In the city:

In the city our driver will wait in front of your accommodation.

Useful information

- Our service is a shared service – we pick-up/drop-off passengers at different locations.
- Journey time: approximately 45-70 minutes depending on the traffic.
- **It is important that the booked transfer gets only confirmed if the correct destination/pick-up address is given (we accept addresses only within the served area). Bookings with not full or with no destination/pick-up address will be inactivated and no refunds will be made.**
- The transfer leaves approximately 60 minutes after meeting the driver.
- From the city to the airport your pick-up time is approx. 4 hours prior to your scheduled flight departure time. To confirm your precise pick-up time and location from the city you MUST contact our local partner 24 hrs before travel! (Additional charges may apply.)
- We can only accept complaints about the time of bus departure if there were at least two hours difference between the timetable/bus departure time that we communicate and the actual times of the journey. If the transfer is completed, a two hour difference of this sort does not constitute a modification of the contract, and cannot be a cause for complaint.
- By purchasing the service, you accept and acknowledge our terms and conditions of travel.
- By purchasing the service, you take on responsibility for the accuracy of the information given.
- Please note that the system will also allow transfer reservations if the date of the transfer falls outside the service period. Since we inform our passengers about service periods prior to payment, we cannot accept complaints regarding bookings made in error in this respect.
- **Withdrawal:** given that the transfer ticket only entitles the passenger to a transfer as a passenger transport service at a particular time and on a particular date which the passenger has specified in advance, the passenger has no right of withdrawal after they have bought the travel ticket.

Contacts

Call Center: 0036 1 655 5301

E-mail: ryanair@plusairportline.com (general information)

For all questions about the transfer, please check FAQs on our website:

<http://ryanair.plusairportline.com/index.php?page=faq>

Our Travel Contract is available at the following link:

http://ryanair.plusairportline.com/uploads/terms/terms_en.pdf