

# Holiday Taxi Transfers trading as TaxiStar Transfers

## Terms and conditions

The following terms and conditions apply to passengers booking with Holiday Taxi Transfers.

### 1. Important notice

1.1 Please read the following terms and conditions carefully before making your booking. By making the booking with us, you agree to be legally bound by these terms and conditions as they may be modified and posted on our web site from time to time.

1.2 By ordering any services from our website you are entering into a contract with us. You agree to be legally bound by these terms and conditions.

1.3 If you do not wish to be bound by these terms and conditions then regrettably you may not place an order on our website. If you do not understand the terms and conditions as laid out we recommend you contact us before proceeding with any contract.

### 2. Introduction

2.1 TaxiStar Transfers is the Internet trading name of Holiday Taxi Transfers SL, which is a limited company under current Spanish legislation. The company details are as follows:-

**Holiday Taxi Transfers SL (registered company no. B54507538)**

**La Merced 23a, Calpe 03710, Alicante, Spain.**

2.2. Telephone: - **(0034) 676 649 490**

2.3 Website address: - [www.TaxiStartransfers.com](http://www.TaxiStartransfers.com)

2.4 email address: - [enquiries@TaxiStartransfers.com](mailto:enquiries@TaxiStartransfers.com)

### 3. Services offered.

3.1 TaxiStar Transfers acts as an agent for the contracting of travel transfers to the general public.

3.2 TaxiStar Transfers sole responsibility is to act as an agent for the parties concerned.

3.3 When entering into a contract with TaxiStar Transfers the company will undertake to make the necessary arrangements to contract the services required. This contract shall be deemed confirmed once the Company accepts the service and notifies the client accordingly.

### 4. Making a booking.

4.1 In order to make a reservation all bookings must be placed and received by us at least 24 hours in advance of your departure. All bookings less than 24 hours must be requested via the 24 hour contact number.

4.2 Bookings may be made online ([www.TaxiStartransfer.com](http://www.TaxiStartransfer.com)) or by telephone. Where two or more persons are included in the same booking the person making the booking shall be deemed to have done so on behalf of all the members of the group. He or she accepts the terms and conditions on behalf of themselves and each member of the party.

4.3 We do not guarantee to be able to successfully supply transport for every booking request made. We will endeavour on every occasion to meet the demands made and help in any way possible. You will be advised of the situation via email. In the unlikely event of having to provide alternative transport, additional costs may be incurred to provide the service.

4.4 You confirm that all details provided to us for the purpose of the booking are correct. We reserve the right to not accept the booking in the event of false details given.

4.5 On confirmation of the booking, a voucher is issued for the entire booking. This includes any return booking made. The voucher contains all the necessary details you need for the service. It is your responsibility to ensure all the details are correct and inform us if there are any mistakes.

### 5. Pricing.

5.1 All children and infants count towards the occupancy of the vehicle regardless of age.

## **6. Method of payment for a service.**

6.1 Full payment is required at the time of the booking.

6.2 Payment is to be made via PayPal, a secure system allowing clients to use their credit cards where appropriate.

## **7. Amendments to bookings**

7.1 Any amendments received up to 7 days before the transfer: no charge.

7.2 Any amendments received within 7 days of the transfer: 30 euros charge per booking

7.3 All amendment requests must be in writing direct to TaxiStar Transfers.

## **8. Cancellations**

8.1 Any cancellations received up to 7 days before the transfer: 50% of the booking subject to the discretion of TaxiStar Transfers.

8.2 Any cancellations received within 48 hours of the transfer: 100% of the booking subject to the discretion of TaxiStar Transfers.

8.3 All cancellations must be in writing direct to TaxiStar Transfers.

## **9. Flight delays**

9.1 Provided you have supplied the correct flight information on your booking, no charge will be made for any flight delays.

## **10. Flight diversions**

10.1 If your flight is diverted, we request that you contact us immediately in order for us to assist you in finding alternative arrangements. Please note that we will not be liable to pay you for such alternative arrangements. Subject to their terms and conditions, it is the responsibility of the airline to transport you to your original destination airport.

## **11. Baggage allowance**

11.1 Each passenger may carry one piece of luggage with a maximum weight of 20 kg. In addition, hand luggage with a maximum weight of 5 kg. It is the responsibility of the passenger to ensure all luggage is securely labelled with the owner's name and destination address.

11.2 We reserve the right to make a charge for excess baggage, which must be paid prior to transportation.

11.3 Any extra baggage may be subject to additional charges and should be declared and requested when making the original booking.

## **12. Responsibility of luggage**

12.1 We are not responsible for any loss or damage to luggage in transit. Such risk of loss or damage should be subject to private insurance taken by the client before travelling.

12.2 We will endeavour to arrange to return any luggage left in the vehicles. Please note that extra charges will be incurred.

## **13. Child seats.**

13.1 The EU directive states that children must be carried in the appropriate child seat. Child seats are supplied on request, however any specialised child seat cannot be guaranteed. Parents are advised to bring their own when in doubt to ensure the safe carriage of their children.

## **14. Special requests.**

14.1 Please notify us of any special requests at the time of booking. We will endeavour to accommodate you wherever possible, however we make no guarantee and we will not be held liable if we are unable to carry them out.

## **15. Transportation of pets.**

15.1 Prior arrangement is necessary for the transportation of all pets. Pets are the exclusive responsibility of the client. They must travel in a container that conforms to Spanish legal standards.

## **16. Right of admittance.**

16.1 We reserve the right to refuse carriage of any person who is thought to be under the influence of alcohol or drugs. We also reserve the right to refuse those whose behaviour or language is thought to be abusive or offensive and could cause a threat, damage or offence to the driver or other passengers.

16.2 No refund will be given for services not carried out due to the above mentioned reasons.

16.3 In the case of any damages caused, the individual person responsible will be held liable.

## **17. Smoking in vehicles.**

17.1 In accordance with Spanish Law, smoking is prohibited in all vehicles.

## **18. Transfer conditions.**

18.1 The driver will wait at the agreed pick up point for a maximum of 60 minutes from the time of flight arrival.

18.2 The waiting time from any other point shall be restricted to 20 minutes after the agreed time.

18.3 The customer is responsible to ensure the agreed times for the pick-ups are correct.

18.4 The customer is responsible for ensuring that their chosen arrival time at the departure airport allows them the arrival there before the check-in desk opens and under no circumstances less than two hours prior to the scheduled flight departure time.

18.5 It is the customer's responsibility to provide at the time of the booking, full and accurate addresses for the pick-up and destination points.

18.6 The driver will endeavour to pick the customer up and set him down as close as the vehicle and surrounding circumstances will allow safely.

## **19. Your responsibilities**

19.1 It is your responsibility to ensure that you travel at all times in possession of your booking voucher. This document will give you all the relevant information you will require.

## **20. Our responsibilities**

20.1 We act as a booking agent and do not accept responsibility for actual provision of services. We pass on any information in respect of the transfers to the clients and accept no responsibility for any errors that may have been inadvertently made.

20.2 We accept no liability or responsibility for any illness, injury, death or loss of any kind. Any claim for any of these events should be pursued with the supplier directly. This also may be covered under your own personal insurance.

20.3 We will only accept liability to you for claims which arise solely as a result of our own negligence.

## **21. Complaint procedure**

21.1 We treat all customer service matters seriously and if you are not satisfied with any part of our service we request that you contact us in writing within 28 days of the date of your transfer so we can properly investigate the matter. It is our policy not to deal with any complaints verbally.

## **22. Compensation**

22.1 Neither we nor the supplier will pay you compensation if we are forced to cancel or change any service due to unforeseeable circumstance beyond our control.

22.2 These can include but are not limited to, accidents and related delays, unplanned demonstrations and organised disruptions, Police operations, unforeseen road hazards, terrorist activity and its consequences or the threat of such activity, riot, industrial dispute, natural or nuclear disaster, fire, adverse weather conditions or other similar events outside our control.

22.3 We recommend that you take out adequate private travel insurance before travelling.