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## 1. QUOTES AND BOOKINGS

• All quotes must be requested in writing at the e-mail address of the booking office. An operator will reply by providing the offer, which includes fuel and motorway tolls in Italy. Rates do not include: VAT, foreign tolls, ferries, tunnels, parking, complementary services, entrance fees to historic centers and LTZ (limited traffic zones), as well as any overnight and meal costs for drivers in single rooms. The price of LTZ access permits is the one in force at the date the offer is sent; we reserve the right to apply the rates in force at the time of the service.

- Booking center: +39 035 3844411.
- VAT rate applied according to current regulations.
- For direct out-of-town transfers (without stops), the fare is calculated based on the mileage cost.

## 2. SURCHARGES

- Holiday service (Sundays and national holidays): +50% surcharge.
- Night service (22:00 – 06:00): +20% surcharge.
- English-speaking drivers available on request.
- Any change, extension of the service or additional service, change in the number of participants not previously planned, must be agreed well in advance via email (reservation@bergamotransfer.com) with the booking office and may be subject to reconfirmation with a related surcharge.

## 3. SERVICE ORGANIZATION

The driver will meet passengers:

- Airport: in the square in front of arrivals, in the designated bays.
- Railway station: location agreed with the booking office.
- Port: in the designated disembarkation bays.
- City: a location established with the booking office, in safe conditions that do not obstruct traffic.

BERGAMO TRANSFER collaborates with other NCC/minibus/bus companies that guarantee the same quality and efficiency standards and make use of them when necessary.

## 4. DRIVING HOURS AND EUROPEAN TRANSPORT REGULATIONS

- Daily working time: maximum 13 hours.
- Daily permitted driving time: maximum 9 hours; after every 4 hours and 30 minutes of continuous driving, a 45-minute break is mandatory.
- Daily rest: 11 consecutive hours within 24 hours, with the possibility of reduction to 9 consecutive hours up to 3 days per week, to be recovered before the end of the following week.
- Weekly rest: 45 hours every 6 days of service, with the possibility of reduction to a minimum

of 24 uninterrupted hours; reduced rest must be recovered within the third week thereafter, also considering daily rest.

- Penalties: failure to observe these rules results in deduction of 2 points from the driver's license, as well as immobilization of the vehicle on site.
- For multi-day trips, particular attention must be paid to the start and end times of service.
- All staff must comply with Regulation (EC) No. 561/2006 and subsequent amendments relating to driving and rest hours.

## **5. PAYMENT METHODS**

Deposit of 40% at the time of booking and the balance within fifteen days before the service, sending a copy of the payment by fax or email:

Accepted payment methods:

- SumUp with online credit card (via dedicated link) – with surcharge;
- Instant bank transfer;
- Card/debit card or cash directly to the driver;
- PayPal (via dedicated link) – with surcharge.

## **6. INVOICING**

Upon request, BERGAMO TRANSFER will issue an invoice upon receipt of complete details at the time of booking (name, address, tax code, VAT number, SDI code).

If such details are not provided, a non-modifiable fiscal receipt will be issued.

## **7. ON-BOARD BEHAVIOR**

A decent behavior must be maintained and the following is strictly prohibited:

- Bringing on board bulky luggage not declared;
- Standing in the aisle during the journey;
- Eating or consuming alcoholic beverages;
- Smoking;
- Shouting, disturbing, or distracting the driver;
- Throwing objects from the vehicle;
- Dirtying, soiling, or damaging the vehicle;
- Requesting behavior contrary to the Highway Code.

Animals are not allowed on board unless in the appropriate carrier.

The driver is authorized to interrupt the service in case of dangerous behavior.

Any damage to the vehicle will be charged to the customer, including sanitization costs.

## **8. LUGGAGE TRANSPORT**

- Each passenger may bring one suitcase.
- Additional or special luggage (skis, bulky equipment, oversized baggage, surfboards, etc.) must be declared at the time of booking.

The driver may refuse undeclared, excessive, or non-safety-compliant luggage.

## **RIGHT TO CANCEL THE SERVICE BOOKING**

### **A) CANCELLATION OF CAR AND MINIVAN BOOKINGS UP TO 8 SEATS:**

The customer may cancel the booking by sending STRICTLY an email or fax.

Cancellation of the chauffeur-driven car rental service and/or complementary services is permitted only within 15 (fifteen) days before the service date.

For all cancellations communicated after this deadline, the following penalties will apply on the total service:

- Cancellations between the 14th and 7th day before the service date: 50% charge of the total service;
- Cancellations from the 6th day (onwards) before the service date: full charge of the total service.

### **B) CANCELLATION OF MINIBUS/BUS BOOKINGS FROM 9 TO 50 SEATS**

The customer may cancel the booking by sending STRICTLY an email or fax.

Cancellation of the minibus/bus rental service and/or complementary services is permitted only within 30 days.

Otherwise, the following penalties will apply on the total service:

- In case of cancellation between the 29th and 20th day before the service: 50% charge of the total service;
- In case of cancellation between the 19th and 15th day before the service: 80% charge of the total service;
- In case of cancellations after the above deadlines: 100% charge.

In case of canceled flight or delay of more than 30 minutes, the customer must notify our booking number so that we can guarantee the presence of our staff upon arrival.

### **Delays and No-Show**

- In case of cancellation or flight delay of over 30 minutes, the customer must notify the booking center.
- In case of no-show, after 1 hour from the scheduled time without any communication, the driver will leave the location and the service will be charged at 100%.

### **Changes**

Any change (time, vehicle, route, duration) must be requested to the booking office and may involve surcharges.

### **High season**

For cancellations or changes under points A and B falling during high season (fairs, events, congresses, concerts, etc.), the cancellation and change terms are doubled.

## RESPONSABILITY:

- BERGAMO TRANSFER commits to every reasonable effort to ensure its vehicles, or those operated by external collaborators, arrive on time for departure appointments and arrival at destination. However, it will not be responsible for delays due to force majeure (e.g., weather events, natural disasters, socio-political events, strikes and riots, pandemics or epidemics).
- Passengers' belongings are transported entirely under the passengers' own responsibility, who declare ownership upon boarding. They must therefore check their luggage before departure. Responsibility for losses or damages cannot be accepted.
- The company is not responsible for any damage, loss and/or theft of luggage and/or its contents.

## 11. COMPLAINTS

Any complaints must be sent in writing to: [reservation@bergamotransfer.com](mailto:reservation@bergamotransfer.com)

We will take care to respond and evaluate any proven inconvenience.

## 12. REGULATIONS

These conditions comply with Italian and European regulations regarding transport and passenger protection.