

TERMS AND CONDITIONS OF THE CAR RENTAL SERVICE WITH DRIVER | 2023

QUOTES AND BOOKING:

- All quotes must be requested to the relevant e-mail of the booking office. An operator will respond by including in the quotation all possible additional expenses, such as the supplement for the festive or for the night services. The rates include fuel and motorway tolls in Italy, while **they do not** VAT, include any motorway tolls abroad, expenses for ferries and tunnels, parking, complementary services, entrances to historic centers and ZTL where required.
- Our booking center answers to the number: **+39 035 384 4411**
- VAT rate applied in accordance with the law.
- For direct extra-urban transfers (non-stop), the rate is calculated with a cost per kilometer.

SUPPLEMENTS:

- Festive service: increase of 50% of the ordinary rate (Sundays and holidays as per the calendar: Christmas, Easter, New Year's Eve, etc.).
- Night service: (from 22:00 to 06:00): surcharges of 20% of the ordinary rate.
- On specific request, drivers with knowledge of English are available.
- Any extension of the rental and / or request for additional services, not booked, must be agreed with the booking office.

ORGANIZATION OF THE SERVICE:

- The driver will meet the passengers with the sign indicating the name of the same or the company:
 1. At the airport: at the passenger exit in the arrivals hall after customs;
 2. At the Railway Station: at the place agreed with the booking office;
 3. At the Port: where passengers are scheduled to disembark;
 4. In the city: in the place indicated with the booking office;
- BERGAMO TRANSFER collaborates with other rental companies with driver, with the same standards of quality and efficiency, and can use these for the performance of services, if it deems it appropriate.

DRIVING HOURS AND DRIVER REST: Please note that a single driver, over the course of 24 hours, can drive a maximum of 9 hours and must rest at least 11 consecutive hours, therefore the daily commitment of the bus cannot exceed 13 hours. They can be extended to 15 hours only with 3 hours of consecutive parking during the day and in any case the commitment with a single driver cannot exceed a maximum of 15 hours. After 4.5 hours of continuous driving, the driver must stop for at least 45 minutes. For a greater commitment, the use of a second driver is required. The hours are calculated starting from our garage or that of the collaborator.

PAYMENT METHODS:

Deposit 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

- Through PayPal (via special link);
- By SumUp online with credit card (via special link);
- By bank transfer;
- By card/debit card or cash to the driver.

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INVOICING:

Upon request, the total amount of the service will be invoiced directly to the customer by BERGAMO TRANSFER, upon communication at the time of booking, of the invoice header (full name, company name, billing address, VAT number and SDI code). Otherwise, will be issued ta receipt no longer modifiable.

USER BEHAVIOR DURING THE CAR RENTAL SERVICE WITH DRIVER:

All passengers are required to behave decently and fasten their seat belts.

For the safety of all, please also note that it is strictly prohibited:

1. Bring bulky luggage on board the vehicle;
2. Stand along the corridor during the journey;
3. Eat and drink alcohol on the vehicle;
4. Smoking on the vehicle;
5. Scream, cackle and disturb in general the driver driving the vehicle;
6. Throw objects from vehicles both stationary and moving;
7. Smear, soil or damage the vehicle;
8. Demand that the transport be made in violation of the safety and behavior rules provided for by the current highway code.

LUGGAGE TRANSPORT:

- Each passenger can carry up to two suitcases with him, any excess baggage (e.g. skis and equipment) must be declared at the time of booking, in order to avoid that the vehicle is not suitable for such transport.
- It remains at the discretion of the drivers, to load on the cars bulky objects not declared, suitcases in excess or that do not respect the conditions of transport in safety (broken and dirty suitcases and ski equipment).

RIGHT TO CANCEL THE BOOKING OF THE CAR RENTAL SERVICE WITH DRIVER, BUS RENTAL WITH DRIVER AND COMPLEMENTARY SERVICES:

A) CANCELLATION OF CAR AND MINIVAN RESERVATIONS UP TO 8 SEATS:

The customer can cancel the reservation by writing to us or sending us STRICTLY a communication by email or fax.

The cancellation of the reservation of the car rental service with driver and / or complementary services is allowed only within 15 (fifteen) days from the date of the service.

The following penalties will be applied to all cancellations communicated after this deadline:

- Cancellations made from the 14th to the 7th day: 50% charge of the total service;
- Cancellations made from the 6th day (onwards): charge of the total service.

B) CANCELLATION OF MINIBUS/BUS RESERVATIONS FROM 9 TO 50 SEATS

The customer can cancel the reservation by writing to us or sending us STRICTLY a communication by email or fax.

The cancellation of the reservation of the minibus/bus rental service with driver and/or complementary services is only allowed within 30 days.

Otherwise the following penalties will apply of the total service:

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

In the event of a cancelled flight or a delay of more than 30 minutes, the customer is obliged to notify our reservation number in order to guarantee the presence of one of our representatives on arrival.

If the customer does not show up for the appointment with the driver, the latter, after an hour from the landing of the flight or the appointment, without having received news from the customer, will leave the station and the service will be fully charged.

Any request for changes to reservations, already confirmed (e.g. time change, change of vehicle, route, duration, etc.), must be forwarded to the reservation office which will verify the possibility of making such a change.

For cancellations, changes referred to in point A and B during peak season (trade fairs, events, congress, concerts) terms of cancellation and changes are double.

RESPONSIBILITY:

- BERGAMO TRANSFER undertakes in every reasonable way to deliver its vehicles, or vehicles driven by external collaborators, in time for the departure and arrival appointments at the destination. However, it will not be responsible for delays due to force majeure (ex. weather events, natural disasters, socio-political events, strikes and riots, pandemics and epidemics).
- Passengers' property is carried entirely under the responsibility of the passenger themselves who declares ownership at the time of boarding. The same will therefore have to check the correspondence of their luggage at departure. Liability for loss or damage cannot be accepted.
- The company is not responsible for any damage, loss and / or theft of luggage and / or what it contains.

COMPLAINTS:

- The customer is obliged to report to us, in writing to the address reservation@bergamotransfer.com as soon as possible any problems deriving from inefficiencies or deficiencies directly attributable to our work. It will be our care to take action to quickly solve any discomfort and / or loss in full customer satisfaction.
- These conditions of carriage and all the services connected to them, comply with the laws governing the sale of services in Italy and Europe, this guarantees the protection of the passenger and his luggage.