

- 1) All rates include the service, surcharges, 24h assistance, waiting times, tolls, taxes and the luggage that fits in the trunk of the reserved vehicle.
- 2) Passengers are responsible for making their own arrangements for excess baggage that doesn't fit in the trunk of the hired vehicle. We recommend that in case of doubt, please check with us ahead of time regarding the baggage allowance of each vehicle.
- 3) The rates for ciudadTours and Excursions include transportation only (vehicle+driver). Additional services such as guides, tickets, meals, etc., are not included.
- 4) These rates are valid every day of the year and all times. There are no restrictions.
- 5) Waiting times included in these rates are as follows:
 - Airport pickup rates include a complimentary waiting time of 60 minutes after flight arrival/ puerto picks up include 60 minutes complimentary waiting time from the time of the reservation. If arriving by bus or train the complimentary waiting time is 30 minutes after the scheduled time of arrival/Complimentary waiting times at hotels, golf courses, residences, etc., are 10 minutes from the scheduled pick up time.
 - Once these complimentary wait times are over and the passenger has not shown up, we reserve the right to terminate the service without a refund.
- 6) Unless otherwise specified in the reservation confirmation, the meeting places are the following:
 - In airports, at the meet & greet arrivals area of the terminal where the flight landed.
 - At train stations, in the meet & greet area arrival area located nearest to the train's platform exit.
 - In hotels and similar, at the reception.
 - In residences, golf courses, apartment buildings, hospitals, and similar, at the door or at the nearest parking spot.
 - If the passenger fails to meet the driver in the specified location, please contact us by phone so we can facilitate an alternative meeting location. If the passenger chooses to leave the meeting place by other means, the service will be terminated with no refund.
- 7) The estimated travel times are just an estimate and are subject to change.
- 8) Unless stated otherwise, the following cancellation fees apply:
 - 10% of total, with a minimum charge of 10€ if the cancellation occurs before 48 hours.
 - 50% of total, with a minimum charge of 10€ if the cancellation occurs within 24 to 48 hours.
 - 100% of total, when the cancellation occurs within 24 hours.For Travel Agencies and Tour Operators, our cancellation policy is 24 hours. Within 24 hours or a no show, the full fee will be charged.
- 9) Guarantees and penalties:
 - For reservations confirmed by email more than 24 hours in advance, there will be no charge in case the driver arrives with a delay greater than 15 minutes from the scheduled pick up time. This applies only if the delay is not caused by reasons beyond our control or due to force majeure.
- 10) For operational reasons and availability, we reserve the right to provide the service with a vehicle of a larger size than the one booked by the passenger without incurring an additional cost to the passenger.
- 11) Unless specified in the reservation, child seats or boosters are not included. If the passengers bring their own, they are responsible for the correct placement and securing of these child seats/boosters. We do offer these at some cities and airports. Please inquire.
- 12) Regardless of age, minors (children and infants) count as one passenger for all services and vehicles.
- 13) Luxury Sedans are Mercedes Benz E-Class or similar.
 - The vehicles listed as Private Cars are not identified as Taxis, they don't have any distinctive signs.
 - Booking a service means the agreement to all the Terms and Conditions listed above.
- 12) Regardless of their age, minors (children or babies) counted as a place in any type of service or type of vehicle.
- 13) The vehicles of the Luxury Car service are Mercedes Benz E-Class or similar.
 - The vehicles of the Private Car service are not normal taxis, they do not have any distinctive marks.

Booking a transfer service means the agreement with the conditions mentioned above.