

Terms of transfer service

Welcome, we trust that after visiting our website you will have all your questions answered regarding our shuttle service and you will choose our company.

General information

We strongly recommend that our valued customers carefully read through the conditions of service before making a reservation. When making a booking you enter into a contract of carriage with us and you agree to be bound by the terms and conditions of it.

All customers must be above 18 and agree that all data provided at the time of the booking reflects the truth. If you provide false or deceptive information about yourself you are liable for all costs and consequences arising from it.

The operator of f-airport.com (f-airport.hu), the Provider, reserves the right to modify the conditions any time. The Provider agrees that the terms and conditions valid at the time of the booking will apply for the reserved service. The Provider is fully licensed to carry out the service legally.

Description of the airport transfer service

The Provider carries the passengers between the airport and the address given by the customer. The tickets are non transferable so only the passengers on the order form can travel in the vehicle. Passengers who made their reservations for the same time period may travel in a different vehicle.

The vehicle does not stop between the start and finish points however the route will be defined by the driver.

The parties of the contract

The contract is valid to all passengers regardless if the booking was made directly with the Provider or through a third party. The contract is established between the provider and the customer (passenger) at the time of payment.

The Provider does his utmost to handle and carry the orders out with highest expertise. The Provider ensures that information available on the website is accurate and real. The Provider reserves the right to correct eventual mistakes appearing on the site.

The Provider enters the contract with the passengers as private individuals and therefore is not liable for any business loss arising from a failure of completing the service. The Provider may pass his rights and responsibilities onto a third party when he finds it necessary.

Reservations

Bookings can solely be made online with debit and credit cards indicated on our website. Making the reservations consists of three steps:

1. Select the type of transfer, then click on the button “Yes, I am booking my transfer now”
2. Filling in the order form. Lines marked with an * are compulsory
3. Payment

After successful payment the customer receives a written confirmation via email, to the email address provided on the order form. After processing the booking but latest one day prior to travelling, the Provider sends a voucher to the client. This voucher contains detailed information about the airport transfer and serves as a ticket and must be presented at the time of travel in a printed version.

Reservations can be made maximum 2 days prior to travelling. Reservations made at a later stage will be automatically rejected by the reservations system.

In order to provide a service of high standard we require a mobile telephone number of the passenger which is with him during travelling as well as an email address. In lack of this information (or in case of providing false data) the Provider cannot be held liable for not notifying the customer about eventual changes.

Conditions of booking online

The customer must have a valid debit or credit card: Visa, Visa Electron, American Express, MasterCard, or certain webcards.

In case the card is invalid or there is not enough credit on it or if the booking is made without the approval of the cardholder the person who initiated the booking is liable for all costs and has to bear all consequences.

On the website of the transacting bank the following information is required to process payment: card number, expiry date and the CVV2 or CVC2 number. This is a 3 digit number available at the back of the card near the signature.

After clicking on the “**Send**” button the payment is processed. The Customer receives a confirmation of the transaction (successful or not). After this you will be automatically guided back to the website of the Provider.

Only the price of the transfer will be deducted from your card and there is no service charge or any other cost towards the bank.

Amending the transfer service

The Provider reserves the right to amend or refuse the confirmed order without prior notice if that is unavoidable. The Provider will notify the client via email or telephone 24 hours prior travelling if the service is rejected and 4 hours prior travelling if the service is modified. In case of vis major these times may vary.

If the transfer cannot be provided because of the fault of the Provider the customer can ask for reimbursement. The reimbursed money cannot be more than the amount paid for the service.

The customer must place any request to change the reservation 48 hours prior travelling. Changes in arrival and departure time of flights are an exception. The customer must notify the Provider of these changes (unless it is a delay). If the provider does not get notified he cannot guarantee service.

The Customer can request the change of pick up and drop off point, personal data and the name of the passenger within the deadline free of charge. However, the number of passengers or the destination (city) can only be altered with making a new booking.

Cancelling the transfer service

All cancellation requests must be sent via email to info@f-airport.com at least 48 hours prior to the transfer date. The Provider can only accept cancellation requests which arrived via email and will always send a confirmation of the cancellation to the client. This rule does not apply to those passengers whose flight was cancelled and did not opt for changing to another flight.

For cancellations arrived at a later stage a late cancellation fee of the whole amount will apply and there is no refund.

If the customer cancels the reservation within the cancellation deadline or the customer notifies the Provider about a flight cancellation as stated above, the customer can use the transfer in the same calendar year on another date or pass the ticket onto another person. The Provider does not give a refund.

When modifying the reservation to another date or to request a name change please contact the Provider via email with the following data: confirmation of the cancellation along with the new transfer details (date of transfer, flight number, arrival and departure time of the flight, name of the passenger and contact details). The Provider will process the new booking and will issue a new voucher which will be sent to the customer within 48 hours to reconfirm the amendments and the new transfer details.

Reconfirmation

Customers receive an automatic confirmation when making a booking. After processing the reservation the Provider will send a voucher to the customer one day prior to

travelling via email. Please make sure you print the voucher and cross check the details on it. The voucher must be presented to the driver at the time of travelling.

We do our best to process all reservations quickly. In case you did not receive the voucher one day prior to the date of the transfer please contact the Provider via email: info@f-airport.com so that action can be taken immediately. If the Provider does not get notified about the missing voucher the service will be refused and no claim can be made for reimbursement.

The voucher contains the following information:

- details of the booking (name of the customer, price paid, number of passengers, flight details, confirmation number)
- details of the transfer (date of transfer, departure time, pick up and drop off point, destination)
- other important information regarding the transfer, contact details and FAQ (frequently asked questions)

If the service is denied as the voucher was not printed and/or presented at the time of travelling or the information provided on the voucher was ignored the Provider does not offer compensation. The same applies for all unused vouchers as well.

Special service for passengers with disabilities

There is no extra charge for carrying assistive devices for people with disabilities and certified assistance/guide dogs travel free of charge as well. Passengers have to inform the Provider on the order form about the type of device (i.e.: wheelchair) in the "Special requests" section. Guide/assistance dogs can be mentioned in the "Live animals" section so that the Provider can be prepared for the extra space needed.

Children under the age of 14 can travel when accompanied with an adult at full price. Children under 2 can travel free of charge when carried in the hands of the parents. This is limited to one child per vehicle. Full charge must be paid for children under the age of 2 when travelling in their own seat. Special seats for children are available in limited amount free of charge. In order make use of one please mention this in the "Special requests" section when making your reservation. Please notify the Provider in the same section if the child has a buggy so that he can prepare for it. Buggies are transported free of charge.

Passengers can be refused or the transfer can be denied if

- they are contagiously ill
- they are under the influence of alcohol or drugs
- their behaviour is a danger to the driver and/or the service cannot be carried out safely
- their clothing and luggage would blemish the vehicle
- they drink alcohol or take drugs or carry out an other illegal activity.

If service will be refused due to any of the above reasons the customer are not entitled for a refund.

Baggage

The price of the ticket includes one suitcase (and one piece of hand luggage) per person. The regulation for the size, weight and parameters of the luggage which can be carried free of charge are identical with the regulations of the airline companies. If you carry more than one suitcase please indicate the number of extra suitcases when making the booking in the "Extra Services" section. In lack of this the Provider may refuse carrying extra pieces of luggage. If you carry a piece luggage with special parameters (shape or size) please make a remark in the "Special requests" section and mark it as extra luggage as well.

Live animals can only be transported in a closed container in the trunk of the car. (We only accept smaller animals such as cats, dogs, birds, reptiles and tropical fish.) We can only accept one live animal per vehicle and the animal must be booked as an extra person. This rule does not apply to certified guide/assistance dogs that travel free of charge.

For safety reasons the Provider does not carry any dangerous articles in baggage that are banned by airlines. The Provider cannot be held liable for damage inside the luggage.

Baggage that was forgotten in the vehicle will be kept for one month. The costs of transporting the found baggage are to be paid by the passenger (holder of the bag). The Provider does not accept carrying unaccompanied baggage in any other circumstances.

Comments

We welcome any comments on the following email: info@f-airport.com for a speedy process please provide your confirmation number. In case of a complaint the case will be investigated and a response will be sent to the client.

Complaints can be made within 14 days after the date of the service. Complaints received after this date will not be subject to reimbursement.

In case there was a request for reimbursement and this was approved the Provider will make a bank transfer within 30 days to the bank account of the client. The reimbursed money cannot be more than the price of the service provided.

Rates

Current prices are displayed on the website under "Our prices". In case there is a rate change between placing the order and the date of the transfer the rate will remain unchanged.

Contact

Regarding amendments, cancellations or any comments please feel free to contact us via email: info@f-airport.com In order to locate your reservation and to provide a speedy service please provide the following data in the email: name, email address, confirmation number, destination, flight data etc.

Data Protection

Any personal data (name, contact details, special requests, information about any disability, etc.) that is required to make the reservation is confidential and is handled with utmost care. Personal information is only released to the Border Agency or other Authorities when requested in writing. After completing the reservation the Customer agrees that his personal data can be used for providing the service and only for this purpose.

During the reservation process the Provider does not have access to the credit card details of the customers as this information is entered on the secure page of the transacting bank.

Other conditions

The Provider cannot be held responsible for delays due to unforeseen events. In order to avoid any inconvenience due to technical issues with the vehicles we provide alternative vehicles for your service.

Any damage caused to third party or to the vehicle during the journey is the full liability of the person who caused it.

This contract is governed by Hungarian law.

Thank you for your custom. We trust our offer meets your approval and we look forward to welcoming you onboard.