

Frequent questions. transfers

Answers General Info

Does the driver will leave me at the hotel or private accommodation?

Yes, all our services are door to door. The driver will take you directly to the address you provide in your reservation.

Did anyone in the vehicle will travel more I hire you?

No, only offer private transfers, the price you pay to book the vehicle exclusively for your group. At the moment we do not offer shared transfers.

What luggage can I take?

The luggage you can take depends on the vehicle you book. For example, a 4-seater vehicle has space for 4 small bags or suitcases and handbags to carry around inside the vehicle. 8 seater minivan has twice the capacity. If you doubt if your luggage will fit in the vehicle, book larger to ensure a comfortable ride one.

I travel with children. Do you provide child seats?

We can provide them for most vehicles, you provide chairs for children / babies you have booked whenever possible, however, on certain occasions chairs may be unavailable. In these situations, we will refund the amount paid by non provided chairs. If you are not willing to travel if there are no chairs, please, take yours.

When do I have to stay?

Although you can book the transfer until 24 hours before the date of your trip, we recommend that you book as soon as possible. If you book early, you have more chances of avoiding price increases that may occur at any time during the year, especially before each holiday season. Please call our Customer Service team if you need a transfer in the next 24 hours - we can probably offer the service.

Do I have to pay a fee for paying with debit / credit?

No. There is no extra charge for paying with credit or debit card. We also accept Paypal payments and bank transfers, but there will be a commission of 3% on the final price. Please contact us if you want to pay by bank transfer or Paypal.

It has not yet reached my confirmation email and / or booking voucher. What should I do?

In some cases, may your mail server software or confuse our e-mails with spam and do not show them. If you think you should have received some email from us but do not have write or call our Customer Service team. Remember that you can always access the page "My Book" (with your e-mail and reservation code) to view, send and print the booking voucher.

Where will I find the driver when he arrives?

After paying your reservation, you will receive a confirmation email explaining where to find the driver, plus useful information such as our support telephone numbers 24 hours. In most pickups at the airport the driver will be waiting in the arrival hall with a sign with your name.

What if I can not find the driver?

If you do not find the driver, call any of the numbers of telephone support 24 hours will see the booking voucher and we'll help immediately.

I forgot something in the car. How I can recover?

We will do our best to send you the missing to your accommodation or to your place of residence element. Please note that charges incurred for shipping will be paid before the luggage is issued by messenger.

What if my flight is delayed?

We control all flight delays to ensure that the driver will be waiting at the right time. However, as an additional measure, please call any of our numbers telephone support 24 hours (on your booking voucher) if you see that the flight will suffer a delay that may affect the transfer.

My flight has changed. Can I reschedule my move?

In most cases, we can reschedule your move smoothly. However, if it is high season, it may be (though unlikely) that does not have availability for the time you request. Please contact us as soon

as you know the changes to give us enough time to organize your transfer. If we can not reschedule your transfer, we will refund the money according to our terms and conditions.

The number of people in my group has changed. Can I change the vehicle?

Yes. Please contact our Customer Service team as soon as possible to confirm the availability of a more appropriate vehicle. There may be an additional cost if you need a larger vehicle.

My company needs an invoice, can you do it?

Yes, we can provide an invoice if you need. Please contact our Customer Service team once you have made a reservation and pídenosla.

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