Terms of Service

TRANSPORTATION SERVICE & RENT A CAR

1. Waiting Time Policy

1.1 Airport Pickups

When the pickup time is scheduled for the flight's actual landing time, the service includes up to 50 minutes of complimentary waiting. Our team actively tracks all flights to adjust for delays or early arrivals.

If the customer chooses a specific pickup time instead of the landing time, the complimentary waiting period is 15 minutes.

After the included waiting time expires, each started hour of additional waiting is charged according to the extra waiting rate applicable to the booked vehicle category.

1.2 Private Addresses & Hotels

For collections from private addresses, hotels, or any non-airport location, the price includes 15 minutes of complimentary waiting.

Beyond this period, each started hour of additional waiting is charged at the standard excessive-waiting rate for the assigned vehicle.

2. Cancellation Policy

2.1 Sedans, Business Vans & SUVs

Cancellation more than 24 hours before the pickup time: no charge.

Cancellation less than 24 hours before the pickup time: 100% of the agreed service price is charged.

2.2 Minibuses & Coaches

Cancellation more than 5 days before pickup: no charge.

Cancellation from 5 to 3 days prior: 50% of the service price is charged.

Cancellation less than 3 days prior: 100% of the service price is charged.

2.3 All Vehicle Types

If the service is cancelled or rescheduled while the driver is already en route, or with less than 60 minutes remaining until the scheduled pickup time, the full service price will be charged.

All cancellations must be submitted in writing (email or signed message).

VIP RENT TRANSPORT is not required to accept modifications submitted less than 24 hours before the originally scheduled pickup time.

Flight-related disruptions (e.g., cancellations, missed connections, schedule changes) do not alter the cancellation rules.

3. Operational Limitations & Liability

VIP RENT TRANSPORT will always strive to provide the exact vehicle model requested. However, the company cannot be held liable if, due to limited availability or unforeseen circumstances—including but not limited to severe weather, traffic disruptions, road accidents, driver illness, roadworks, strikes, or mandatory instructions from law enforcement—the vehicle dispatched differs in color or model from the one initially selected.

4. Payment & Booking Conditions

All services are booked via email unless otherwise agreed.

Payments are made in Euros (€) under the payment terms agreed individually with the customer.

The booking becomes confirmed only after VIP RENT TRANSPORT has issued a written confirmation.

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1. Transport Safety

All vehicles operated by VIP RENT TRANSPORT are fully insured, providing complete coverage for passengers and third parties in the unlikely event of an incident or accident.
If child safety seats are required, customers must request them in advance by specifying:

- the number of seats,
- the type of seats, and
- the age of each child traveling.

2. Passenger & Luggage Capacity

VIP RENT TRANSPORT cannot be held liable if the number of passengers or luggage exceeds what was originally booked and confirmed. Any surplus luggage is the responsibility of the customer, including all costs related to transporting it separately if required. For safety reasons, the chauffeur has the final authority to determine how much luggage can be safely accommodated in the vehicle.

3. Conduct Inside the Vehicle

Customers are financially responsible for any damage caused to the interior or exterior of the vehicle during the service. If the vehicle becomes unavailable for the remainder of the day due to such damage, the customer will also be charged for the resulting loss of revenue.
All VIP RENT TRANSPORT vehicles are strictly non-smoking. If smoking occurs inside the vehicle, the customer will be charged:

- the full cost of deep cleaning, and
- compensation for any downtime caused by the cleaning process.

Food consumption is strongly discouraged. Alcoholic beverages may not be consumed inside the vehicle under any circumstances.
VIP RENT TRANSPORT reserves the right to refuse the transport of luggage or animals that were not agreed upon at the time of booking. Animals must be transported only in suitable, fully enclosed carriers.

4. Additional Services & Extra Costs

If the customer changes the booking (route, itinerary, number of passengers, amount of luggage, etc.) without informing VIP RENT TRANSPORT beforehand, the company cannot be held responsible for any resulting inconveniences or expenses.
Upon request, VIP RENT TRANSPORT may provide additional services beyond what was originally booked. Such services are not guaranteed and will be invoiced separately. A report and payment link for additional charges will be issued within 24 hours after service completion.
If the payment link is not settled by the customer, VIP RENT TRANSPORT reserves the right to charge the credit card previously provided for the booking. The customer agrees to cooperate and provide relevant information in case of any payment disputes or chargeback claims.
All changes—whether modifications, cancellations, additional stops, or any deviation from the confirmed service—must be arranged and approved exclusively through the VIP RENT TRANSPORT Customer Care Team.
Chauffeurs are not authorized to negotiate or approve any modifications to the service.

5. Additional Information

VIP RENT TRANSPORT actively monitors incoming flights in real time to ensure punctual service, even when flights arrive early or are delayed. Chauffeurs are immediately notified of schedule changes, allowing adjustments to be made and minimizing unnecessary waiting time charges.
It is the customer's responsibility to notify the company of:

- any itinerary changes,
- updated flight details, or
- missed flights.

For connecting flights, VIP RENT TRANSPORT tracks only the final inbound flight that brings the customer to the service start location.
The company may change the assigned chauffeur or vehicle at any time if operationally required, without affecting the service quality or the booked vehicle class.