

Terms & Conditions

- 1.1. v-transfers.com operates an internet portal for transfers between departure points and destinations specified in the relevant written confirmation issued by v-transfers.com or one of its suppliers. The user will be enabled to check the availability of certain transfers and various suppliers, and/or to agree by contract about actual quotations of the aforementioned various suppliers.
- 1.2. v-transfers.com is at all times acting as the duly authorised agent of the supplier nominated on the written confirmation issued to the passenger. An agency agreement between v-transfers.com and the user will enter into force in case of booking transfers via the v-transfers.com homepage.
- 1.3. Your booking will be deemed as a firm tender for the conclusion of contract with the chosen supplier. The contract will be concluded by acceptance of your bid by either the nominated supplier or by v-transfers.com on behalf of that supplier.
- 1.4. The brokered contract might be under the regimen of supplier's terms and conditions. It may be the case that the aforementioned terms and conditions regulate the rules of payment, due date, liability, etc., and other user restrictions and obligations. You will find supplier's terms and conditions on the website for inspection and confirmation.
- 1.5. v-transfers.com would like to point out that we will save the text of contract and your ordering data to forward them to the chosen suppliers (e.g. carrier, credit card company, etc.).

2. Passenger's duties

Any complaints about our brokerage services must be lodged with v-transfers.com without delay. We do not accept any liability whatsoever in case passengers culpably failed to lodge complaints. Exemption: injuries to life, body or health.

3. Processing of booking

The price named in the written booking confirmation is legally binding. Payment via credit card (Visa, MasterCard) or direct debiting system will be accepted. Full payment is required at the time of booking and will be deducted from either your credit card or bank account.

4. Liability

- 4.1. v-transfers.com would like to point out that the given information about transfer services is based on the data given by the nominated supplier. We don't provide a guarantee whatsoever. Exemption: v-transfers.com knows or should have known better about any false or wrong statements given by the nominated supplier. In that case our liability will be limited to deliberate action and gross negligence.
- 4.2. We don't accept any liability whatsoever as far as the success of brokerage is concerned. The same is true for proper performance of transfer services.
- 4.3. Our liability for damages that are not based on injuries to life, body or health is limited to deliberate action and gross negligence. The same is true for the liability based on provided guarantees, and the liability for infringements of fundamental contractual obligations. In case of negligent violation of cardinal duties our liability will be limited to foreseeable damages typical for the contract. In any case our liability will be limited to three (3) times the amount of

the costs of brokered services. We don't accept any liability for damages resulting from force majeure, including, but not limited to war, warlike acts, hostilities, riots, civil commotion, arrest or restraint by or under the order of any government (whether civil, military or de facto, whether public or local authority), quarantine restrictions, strikes, lockout actions or labour disturbances, floodings, fire, blackouts, accidents.

5. Governing Law and jurisdiction

The Laws of Germany shall be applied in case of dispute.

In case of passenger's filing lawsuits against v-transfers.com outside of Germany, at least the legal consequences, such as but not limited to the extent and amount of the claim, will have to be judged for according to German Law.

v-transfers.com is a trademark of vtours GmbH, Weissenburger Str. 30, 63739 Aschaffenburg.

Terms & Conditions of the service provider

1. Conclusion of contract and payment

Your booking will be deemed as a firm tender for the conclusion of contract. The contract will be concluded by acceptance of your bid by either us or by v-transfers.com on behalf of our company. We will forward the booking confirmation along with your transfer voucher/s via e-mail.

Full payment via credit card or direct debiting system is required at the time of booking. The total amount will be deducted either from your credit card or your bank account.

2. Services provided for will be as follows:

- transfer airport/hotel

the parties agree that an idle time of 60 minutes will be deemed appropriate. The critical date will be the actual time of arrival at the airport.

- transfer hotel/airport

The local service provider will determine the time for pick-up with regard to the communicated scheduled time of departure. You will be issued with detailed information about pick-up as from 24 hours prior to scheduled time of departure. We would like to refer to the service hotlines available in many countries. Please find the details in your travel documents.

The scheduled times of arrival and departure given are legally binding.

The total price of transfer includes one piece of luggage and one carry-on each. Furthermore one Buggy per booking will be accepted for carriage. The carriage of excess baggage and/or special baggage will only be accepted in case the passenger/s booked and paid for the transport of that baggage.

3. Changes in services

Changes in service after conclusion of contract will be accepted as follows:

Feel free to change your flight data via www.v-transfers.com. Changes will be accepted up to 48 hours prior to scheduled time of arrival.

In case passengers don't accomplish necessary changes in flight data, our duty of transfer expires.

Supposing your airline or tour operator provides you with new return flight times, it is your obligation to inform the local service provider accordingly and without delay. The service provider will determine the new time for pick up.

We will accept postponements of your trip of up to a max of three (3) days.

We don't accept any changes as far as destination, mode of transportation and airport of destination is concerned.

4. Cancellation

You are entitled to cancel your booking prior to departure. We strongly recommend to cancel in written. No-shows will be deemed as cancellations. The critical date will be the date of receipt of your cancellation. You can forward your cancellation to either v-transfers.com or vtours. In any case of cancellation we reserve the right to claim compensation for expenditures and already made preparations. You are entitled to provide us with evidence that no losses have been incurred or that losses are substantially lower than claimed for.

The cancellation fees claimed for are normally:

- up to 72 hours prior to transfer services € 11,- per person
- within 72 hours prior to transfer services 100%.

5. Liability

Our liability for damages (not based on injuries to life, body or health), caused by an act of ordinary negligence on our part or on the part of service providers will be limited to three (3) times the amount of the costs of ordered services.

You will be liable for the provision of complete, detailed and proper flight information. The duty of transfer expires in any case of false, wrong or missing information. We will not accept any liability for damages whatsoever.

Please find our address in your travel documents.