

# **AP CAB LIMO SERVICE REGULATIONS**

## **TERMS AND CONDITIONS FOR RENT A CAR WITH DRIVER**

### **BOOKING AND QUOTES**

- Requests for quotations should be sent to [info@aplimoservice.com](mailto:info@aplimoservice.com);
- **You must provide us some detailed information about the service request (destination address, number of passenger and bags type, for example more bags, ski or other sports equipment). This information must be provided at time of booking, to avoid that the car is not suitable;**
- **Rates include fuel and tolls in Italy. Is not included: tolls outside Italy, ferry costs, galleries costs, parking, complementary services, towns prices and ZTL areas (where required);**
- The phone number of our reservation center is **+39 348.1380695**;
- VAT rate applied by law;
- For direct transfers suburban (without stop), the rate is calculated using the cost per kilometer;

### **SUPPLEMENTS**

- Holidays: increase of 20% of the ordinary rate (Sundays and recurring holidays: Christmas, Feast of the Assumption, New Year's Day and others...);
- Night service: (from 10:00 P.M. to 6:00 A.M.) increase of 10% of the ordinary rate;
- Any extension of the rental and/or additional services not booked, will be agreed with the Booking Office;

### **SERVICE ORGANIZATION**

- The driver will wait for customers holding a sign indicating the name of the customer or the company:
  - At the airport: outgoing passengers in the arrivals hall after baggage claim;
  - To the railway station: in place agreed with the Booking Office;
  - To the naval harbor: on the platform where it is expected to land passengers;
  - In the city: in place agreed with the Booking Office;
- AP Cab Limo Service cooperates with other companies of rental with driver, with the same standard of quality and efficiency, and can use these to perform the services for which it sees fit;

## PAYMENT METHODS

- Direct payment in cash;
  - Credit cards (VISA, MASTERCARD, AMERICAN EXPRESS) providing the following information:
    - Credit card number;
    - Expiration date;
    - Owner name;
    - Security code (CVV) on the back of credit card, for guarantee and authorize the payment at the end of the service;
    - Bank transfer to these coordinates:
      - Beneficiary name : **AP CAB LIMO SERVICE**
      - Bank: **Credito Cooperativo di Busto Garolfo e Buguggiate ( BCC) branch in Somma Lombardo**
      - IBAN: **IT64 N084 0450 5600 0000 0000 779**
      - BIC/SWIFT: **ICRAITRRB80**
- send six days before with value on the day before the service. Send the bank transfer receipt to [info@aplimoservice.com](mailto:info@aplimoservice.com) and we will send you your invoice;

## INVOICES

The amount of the service may be billed by AP CAB LIMO SERVICE to the customer that at the time of booking communicate the full name, company name, billing address and VAT number or tax code.

## USER CONDUCT DURING THE RENTAL SERVICE WITH DRIVER

It's forbidden to customers of rental:

- Smoking during transport;
- Throw objects from the vehicle is stationary or moving;
- Smear, smudge or damage to the vehicle;
- Claim the violation of safety rules and behavior established by the current Highway Code;

## LUGGAGE TRANSPORT AND MORE

- **Each passenger is provided one bag; any excess baggage (for example: more bags, ski or other sports equipment) must be provided at time of booking, to avoid that the car is not suitable;**
- Remains at the decision of the driver if charge on the vehicle large items, excess baggage, which do not meet the conditions for safe transport (broken bags or dirty, wet, etc..) not declared at time of booking;

## **RIGHT TO CANCEL THE RESERVATION AND OTHER SERVICES**

- You may cancel your reservation by sending an email at [info@aplimoservice.com](mailto:info@aplimoservice.com);
- **The cancellation of the service will be accepted without penalty within 24 hours before your appointment, otherwise the cost of the service is fully charged to the customer;**
- **Call us at +39 348.1380695 if a flight is canceled or delayed by more than 30 minutes to guarantee you the presence of one of our employees at your arrival;**
- **If the customer doesn't arrive without notifying us, the service booked will be immediately fully charged;**
- **If the customer doesn't arrive and not contact us, the driver will wait for maximum of an hour after the appointment.**
- Any request for change an existing reservation (for example: variation hour appointment, change of vehicle, location, duration) must be submitted to our booking center, which will verify the possibility of changing demand.

## **DISCLAIMER**

- **AP CAB LIMO SERVICE engages in any reasonable way to reach punctually their vehicles or vehicles driven by external collaborators;**
- **Shall not be liable delays caused by reasons of force majeure (for example: weather, social and political manifestations...);**
- **The passenger declares the property of their baggage before boarding and confirms the correspondence, claims for any loss or damage are not accepted;**
- **Luggage travels totally under the responsibility of the passenger;**
- **The company is not responsible for any damage, loss and / or theft of luggage;**

## **CLAIMS**

- Claims are accepted only by email to [info@aplimoservice.com](mailto:info@aplimoservice.com) as soon as possible for any problems of inefficiency or lack directly attributable to our operations. We will quickly resolve any discomfort into full customer satisfaction;
- These transport conditions and all the related services respect the laws that govern the sale of services in Italy. This ensures the protection of the passenger and his baggage.