

## Warsaw Transfers Terms & Conditions

*These terms and conditions and the web-based booking form constitute the entire Agreement concerning the provision of an airport transfer service ("Service") between you and Warsaw Transfers. Completion of the booking form and use of the Service indicates your unconditional acceptance of the terms and conditions set out in this Agreement.*

### 1. Definitions

**"Warsaw Transfers"** means CITY-TRANS Wiesław Anulewicz whose registered office is Górczewska 228C/34 street, 01-460 Warsaw, Poland, VAT number: 522 108 73 96  
E – mail: [info@warsawtransfers.com](mailto:info@warsawtransfers.com)

**"you"** and **"your"** means any individual, company or other business who places the booking with us.

### 2. Booking

2.1 You must allow sufficient time when booking your taxi to allow for the check-in times required by your airline and for any delays caused by traffic conditions. Warsaw Transfers shall not be responsible for any delay caused by your failure to allow enough time to reach your destination or if the passengers are not ready for collection at the booked time.

2.2 You must order a suitable car size for the number of passengers and luggage. Please note that a child, no matter what age, counts as one passenger. Warsaw Transfers cannot guarantee to carry excessive amounts of luggage. As a passenger you may bring one piece of check-in luggage weighing of up to 32 kg max. 158 cm (62 inch) l + w + h and one piece of carry-on luggage measuring 55 x 25 x 35 cm (l x w x h) and weighing 18 kg (40 lbs) max. per person. The sum of the dimensions of your carry-on luggage may not exceed 115 cm (45 inch), including wheels. Warsaw Transfers advises you to bear in mind that the trunks of most sedan cars cannot hold more than two pieces of check-in luggage. If you are travelling with two or more companions, or wish to bring luggage exceeding the free allowance, Warsaw Transfers recommends you book another car category, such as a van, instead of a sedan car.

2.3 Reservations can only be made by category, not by make/model. Warsaw Transfers reserve the right to use a car make or model that differs from the reserved category, or of a higher category, if the reserved category is not (or no longer) available. In this case you will not have to pay anything extra.

2.3 If you need to transport a wheelchair please specify this at the time of booking.

### 3. Prices & Payment

3.1 Warsaw Transfers will email you a quotation based on the information supplied by you. All prices are inclusive of VAT. Warsaw Transfers may amend the quotation if there is any material change to the original itinerary, the number of passengers, or the type or size of vehicle required.

3.2 The quotation will include a 60 minute waiting period after the advertised landing time and the cost of car parking. Warsaw Transfers will charge for waiting at its standard rates after the initial 60 minute period has expired. Your driver, will wait for you at the meeting point in the arrivals area of the terminal. If you provide your flight number when you make your reservation, and your flight is delayed, or arrives ahead of schedule, you do not have to let us know your new arrival time. The driver will monitor your flight in that case. If you experience delays before or during passport control, or it takes a long time to reclaim your baggage or clear customs, you must inform the driver by telephone. The telephone number is specified on your voucher

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3.3 If you accept the quotation, you will receive confirmation of your booking by email. Please check your booking confirmation carefully and inform Warsaw Transfers promptly of any errors. Warsaw Transfers shall not be responsible for any delays caused or costs arising from by your failure to provide Warsaw Transfers with correct information.

3.4 Payment must be received by Warsaw Transfers in full at least three days before the date of travel.

3.5 Payment can be made by bank transfer, credit card, debit card or cash.

Account details:

**USD** Account no. IBAN: PL 05 1050 1025 1000 0091 0786 4663

(SWIFT CODE): INGBPLPW

ING Bank Slaski S.A.

ul. Sokolska 34

40-086 Katowice, POLAND

**EUR** Account no. IBAN: PL 06 1050 1038 1000 0091 4693 6894

(SWIFT CODE): INGBPLPW

ING Bank Slaski S.A.

ul. Sokolska 34

40-086 Katowice, POLAND

## 4. Changes and cancellations of the reservation

4.1 All changes to the reservation such as a change in the date or time of transportation must always be made as soon as possible via e-mail, Warsaw Transfers cannot guarantee the availability of the transportation. If you do not have internet access when you wish to change your reservation, please inform Warsaw Transfers reservation department by telephone.

If you need to cancel your booking, please contact Warsaw Transfers as soon as possible.

4.2 If you cancel, up to 24 hours before the pickup time the cancellation is free of charge.

4.3. If you cancel, between 24 and 12 hours before the scheduled pickup time, the cancellation charge is 50% of the price agreed upon.

4.4. If you cancel, between 12 and 6 hours before the scheduled pickup time the cancellation charge is 75% of the price agreed upon.

4.5. If you cancel, within 6 hours before the scheduled pickup time the cancellation charge is 100% of the price agreed upon.

4.6 In the event of a no-show, Warsaw Transfers will charge the full price and does not reimburse anything.

## 5. Liability

5.1 Warsaw Transfers shall use all reasonable endeavours to get you to your destination on time, but shall not be liable for any loss due to delays caused by road or traffic conditions

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beyond its control on the journey. Under no circumstances shall Warsaw Transfers be liable for any loss of profits, business or for any indirect or consequential loss whatever.

5.2 All luggage is carried entirely at your risk.

5.3 Warsaw Transfers shall be entitled to cancel all services and provide refunds in the event of a declared national emergency, riot, war, fuel shortage, extreme weather or terrorist attack, or other circumstances beyond its control. If the car breaks down during your journey Warsaw Transfers will endeavour to arrange an alternative car to complete the journey as soon as practicable.

5.4 You shall indemnify Warsaw Transfers against all losses, costs, damages and expenses arising from any act or omission of any passenger in your party.

5.5 Neither party excludes or limits its liability for death or personal injury caused by negligence, or for wilful default or fraudulent misrepresentation, or otherwise in any manner unenforceable by any applicable law.

### **6. Termination**

Warsaw Transfers will refuse or terminate any booking with immediate effect if it places any driver or vehicle at risk of damage, violence or abuse by you or by any passenger in your party and we will ask all passengers to vacate the vehicle as soon as it is safe to do so. No refunds will be given if the journey is terminated part way through the hire.

### **7. Miscellaneous**

7.1 Warsaw Transfers will not carry more passengers than its insurance or licensing allows.

7.2 Warsaw Transfers shall store, process and use all information regarding your personal details in accordance with the requirements of the Data Protection Act.

7.3 This Agreement and any accompanying quotation represents the entire agreement between you and Warsaw Transfers in relation to its subject matter. If there is any discrepancy between the terms of this Agreement and the quotation, the terms of this Agreement shall prevail.

### **8. Disputes**

This Agreement shall be construed in accordance with Polish law and you and Warsaw Transfers each agree to submit to the exclusive jurisdiction of the Polish Courts in respect of any dispute or claim arising out of or in connection with this Agreement.