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## PARIS CONNECTION TERMS & CONDITIONS

The placing of a reservation denotes an acceptance of the below terms & conditions

SECTION 1 - TRANSFERS

SECTION 2 - TOURS

SECTION 3 - GENERAL (applies for both transfers & tours)

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### **SECTION 1 - Transfers**

#### Waiting time - airports

There is no charge for the first hour wait, thereafter charges are as follows:

- Small vehicles (under 15 seats) 30 euros per 30 minutes
- Medium vehicles (16 to 40 seats) 45 euros per 30 minutes
- Large vehicles (41 to 80 seats) 55 euros per 30 minutes

#### Waiting time – all other locations (train stations, hotels, conferences etc)

There is no charge for the first 15 minutes wait, thereafter charges are as follows:

- Small vehicles (under 15 seats) 30 euros per 30 minutes
- Medium vehicles (16 to 40 seats) 45 euros per 30 minutes
- Large vehicles (41 to 80 seats) 55 euros per 30 minutes

#### Delays

In the event of a delay, the client must notify Paris Connection. Paris Connection will do their utmost to assist delayed clients, however changes to pick up times are subject to availability & extra charges may apply. If clients are delayed & do not notify Paris Connection, we cannot guarantee that the driver / guide will be able to wait for you.

#### Cancellation charges

- Vehicles under 15 seats
- From 48 – 72 hours before the service: 50% due
- Less than 48 hours before the service: 100% due – no refund
- Vehicles between 16 & 80 seats
- Less than 14 days before the service: 100% due – no refund

**Cancellations must be notified in writing**

#### Luggage allowance

Luggage allowance is 1 suitcase (20kg) & 1 hand luggage per person. Transportation of excess or oversized luggage must be signalled in advance & may result in a supplementary charge. Any luggage over & above the allowance that has not been pre-declared is the client's responsibility. For transportation of specific items such as golf clubs, skis, bikes, musical instruments etc, Paris Connection must be notified in advance, extra charges may apply.

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### **SECTION 2 – Tours & Excursions**

Reservations are essential for all tours. Services are subject to availability, to avoid disappointment, please book early. Prices include all services mentioned in each tour description. Paris Connection reserve the right to cancel or change tours without prior notice if client comfort or safety is at risk

#### Tour duration & delays

In the event of delay, the client must notify Paris Connection as soon as possible. Lateness caused by clients may result in an extra charge and / or shortening of the tour duration. Tour start times & durations are

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given as an indication. Chauffeur Guides will use every reasonable means to ensure that timings are respected, occasionally during rush hour, there can be short delays.

#### Cancellation fees

- For groups of 1 to 8 clients:

Less than 5 days: 50% of total amount due

Less than 4 days: 75% of the total amount due

Less than 3 days: 100% of total amount due, no refund

- For groups of 9 clients & more:

Cancellation charges depend on the type of service booked details will be communicated on the booking form.

#### Luggage

Clients participating on tours are not expected to travel with luggage, unless it is a Paris airport layover tour or has been pre-arranged at the time of booking.

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### **SECTION 3 – General Conditions**

#### Reservations

Advance reservations are essential, services are subject to availability, to avoid disappointment, please book early. Reservations are confirmed once payment has been received.

The client must communicate & ensure that all information required for the booking is correct (number of clients, addresses, flight numbers, pick up times etc). Any amendments to the request may result in a change of price.

#### Method of payment

Paris Connection accept payment by:

- credit card – visa, mastercard & amex

- bank transfer

- cash payment (not available for all services)

#### Payment conditions

The client is responsible for ensuring the due date for payment is respected. Services that have not been paid will be automatically cancelled, unless specific arrangements have been made.

#### Security

Paris Connection, suppliers & partners reserve the right to cancel or change services with prior notice if the comfort or security of clients is at risk.

Paris Connection cannot be held responsible in the event of industrial action or strikes, compliance with requests from the police, exceptional weather conditions, electronic (email, internet) failure, reservations that have been made showing incorrect details, flight numbers, dates etc.

#### Interruption of the service

If the client decides to interrupt the service, no reimbursement will be made

#### Vehicles

All vehicles are strictly non-smoking. No food or drink is allowed to be consumed on board (with the exception of water). Paris Connection reserve the right to refuse services to rude or offensive clients. Any damage or dirtying of the vehicle caused by a client will result in a charge to cover valeting fees or repairs.

#### Luggage responsibility

Clients are responsible for their personal belongings, Paris Connection cannot be held responsible for any lost or stolen property, or items left on the vehicle.

#### Subcontractors & external suppliers

Paris Connection reserve the right to use subcontractors & external suppliers

#### Customer service

Complaints must be made in writing to the head office within 8 days of the service. Head office: Paris Connection SARL, 62 avenue Franklin Roosevelt, 77210 AVON, France

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Paris Connection

Paris Connection Head Office, 62 avenue Franklin Roosevelt, 77210 AVON, France, Siret 453 049 454 000  
29, TVA Intra 884 530 494 54

Paris Connection SARL is a passenger transport company, registered in France:

- Ministry of Transport Licence number: 2004/11/0000804, National & International Passenger
- Transport Professional Capacity Certificate: EV11 04 00123
- Tourism & Travel Agency Licence - Prefecture of Ile de France: HA 077 08 0003
- Passenger transport vehicle insurance – GAN Assurances, Fontainebleau
- Civil responsibility insurance – AVIVA Assurances, Fontainebleau

Date & Signature	Stamp
<i>Please complete &amp; return the terms and conditions by fax +33 1 60 72 25 31</i>	

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