TAXISCHIPHOL.NL

Travel conditions

1. Bookings for the combined airport transfer must be received no later than 4 days before departure. This guarantees you a seat. Private transfers can be arranged at shorter notice.

2. In the case of combined transfer, your carrier is allowed to drop you off at the airport up to 1 hour before the check-in time you have specified.

3. If you have booked a combined transfer, you will be travelling with other passengers and the taxi will make one or more stops during the journey. This may result in an earlier pick-up time, a longer journey time and an earlier arrival at the airport.

4. You will receive a confirmation following your booking; please check this carefully. We will rely on the details stated on the voucher. If any details are incorrect or missing, the responsibility lies with the customer. Please pay particular attention to ensuring the correct arrival date if you are flying overnight.

5. You may cancel free of charge up to 48 hours before departure, without stating a reason. If you cancel between 48 hours and 12 hours before departure, 50% of the journey price will be charged. If you cancel within 12 hours of departure, the full journey price will be charged.

6. Payment must always be made in advance via iDEAL, by invoice or cash. Payments must always be received by the carriers prior to departure. Bookings made through our affiliated travel agencies are invoiced directly to the travel agency. Business clients can also pay by invoice on a post-payment basis. A credit account can be requested during office hours.

7. If you book a one-way return journey from the airport to your place of stay, payment must be made to us in advance by bank transfer. If we do not receive this payment on time, we will be required to cancel the booking, of which you will be notified.

8. You will be contacted by telephone the day before departure, between 4.00 pm and 8.00 pm, to confirm your pick-up time. In the event that the driver has not arrived 10 minutes after the agreed time, please contact our central office on 013-4.555.555. Our call centre is available 24 hours a day.

9. In the event of significant delays or changes to your flight, please report this to our central office as soon as possible. You can do so by telephone on 013-4.555.555.

10. Your carrier is not liable in the event of sudden, extreme weather and/or traffic conditions. Furthermore, we cannot be held liable for the loss of or damage to your luggage.

11. On arrival at Schiphol Airport, once you have collected your luggage, please report to the STA desk (near Arrivals Hall 4) as soon as possible.

    At other airports, once you have collected your luggage, please call our central office on **013-4.555.555** and make your way to our meeting point.

Brussel Airport	Kiss & Ride
Eindhoven Airport	At the exit (the taxi rank for licence holders)
Rotterdam Airport	Kiss & Ride
Weeze Airport	At the exit
Charleroi Airport	At the exit
Düsseldorf Airport	In consultation with our central office

    Once you have reported to the STA Desk or phoned our central office, the carrier has a maximum of 1.5 hours to pick you up. If you are traveling by private transfer, you will be picked up immediately. Unfortunately, we are unable to account for early landings.

12. If you have not reported to us 90 minutes after arrival, we will consider your booking to be cancelled. Should you be delayed at baggage reclaim or customs, please inform your carrier. If you are still not ready to leave 90 minutes after landing, a waiting charge of €15 per 15 minutes will be applied.

13. If your carrier picks you up later than specified in their own terms and conditions, you are entitled to a 10% discount on your next booking.

    Complaints must be submitted to us in writing no later than 7 days after departure or arrival. You will receive a written response within 7 days.

14. Prices are based on transfer from a single address, including 1 piece of hold luggage and 1 piece of hand luggage; a surcharge applies for each additional address or piece of luggage.

15. Should you decide, upon arrival at the airport, to use the services of another carrier in the event of delays or emergencies, you will be responsible for the associated costs.

16. If you have made a booking for transfer to and/or from a cruise terminal, all the above terms and conditions of travel also apply. Once you have collected your luggage, you must contact our central office by telephone.

General travel conditions: We apply the general conditions for the transport of passenger cars by the Royal Dutch Transport, filed with the registry of the district court in The Hague on 4 June 1993. Document no. 164/1993