

# Schiphol Travel Taxi | General Terms & Conditions

## 1. Flight information

Please compare your flight information with the information on your Schiphol Travel Taxi confirmation. If any details conflict, it is very important that you call 0900 8876\* from inside the Netherlands or +31 38 3394768 from abroad at least 48 hours before check-in time or arrival time. If you alter your booking less than 48 hours before departure, we cannot guarantee transportation under these Terms and Conditions. In that case you will be booked on an existing ride, which means you may be picked up earlier than scheduled.

## 2. Combined rides

Schiphol Travel Taxi may combine rides of several passengers (does not apply to private taxi). The combined travel time will never be longer than 1.5 times the direct journey by road.

## 3. Pick-up time to airport

- On the evening before departure we will telephone you before 8 p.m. to tell you the pick-up time. If we cannot reach you, please call 0900-8876\* after 8 p.m.
- The margin of the scheduled pick-up time is 15 minutes (earlier or later). If your driver has not arrived 15 minutes after the scheduled pick-up time, please call 0900-8876\*.
- On a combined ride you will never arrive at the airport of your choice earlier than an hour prior to the check-in time stated when booking. This period is 30 minutes in a private taxi.

## 4. Luggage

The fare includes one piece of hold luggage and one piece of hand luggage per fare-paying passenger. You can take extra luggage if we are told beforehand. An extra seat will then be charged (maximum of two pieces of extra luggage per seat). This also applies to skis. Transportation of surfboards, bicycles and other odd size luggage is not possible on combined rides. Schiphol TravelTaxi is not liable for loss of or damage to your luggage. To bring a collapsible stroller is free, as well it should be told beforehand.

## 5. Delays en route

Schiphol Travel Taxi can never be held liable for delays that result in your missing your flight. However, you can be sure that we will do our utmost to prevent this.

## 6. Journey from airport

- If your incoming flight is delayed, you don't need to tell us as Schiphol Travel Taxi already takes this into account.
- After you land please report to the STA counter within an hour. Your taxi will leave within an hour after you report to the STA desk (private taxi within half an hour).
- If you report to the STA desk more than an hour after the landing time of the flight number you stated when booking, we cannot guarantee departure from Schiphol within an hour. However, you can always travel in the next available taxi going in your direction.
- If you arrive at an airport other than Schiphol, paragraphs 6a to 6c apply in combination with the meeting point indicated at the time of booking.

## 7. Child Seats

- For a small fee Schiphol Travel Taxi can provide a child seat or booster for the transportation of children aged from approximately 9 months to three years (9–18 kg) and 3 to 11 years (15-26 kg). Please note that you are responsible for providing the correct age and weight of the child.
- Schiphol Travel Taxi does not provide baby seats. Please bring one yourself.
- Schiphol Travel Taxi cannot be held liable for the provision of incorrect details relating to the selection of the right safety device or for loss of or damage to your property when in storage.

## 8. Change of flight number and/or date of return trip

Please tell us of changes to flight numbers and/or dates at least 48 hours before arrival of the original flight or, if you will arrive earlier, no later than 48 hours before that earlier arrival time. If you fail to comply with this, we cannot guarantee departure from Schiphol within the times referred to in article 6b. However, you can always travel with the next available taxi going in your direction. To report changes of flights and/or dates of flights from abroad please call +31 38 3394768.

## 9. Payment

The transportation must be paid when booked or when booked by phone in cash to the driver. In case of cash payment for a return booking, the whole amount must be paid during the first journey. If we have not received your payment by the time we tell you the pick-up time (article 3a), you must pay the driver in cash. Any double payments will be refunded as soon as possible. If transportation booked on the internet has not been paid for 22 hours before departure at the latest, it will be cancelled. The client is responsible for payment in time. The client will be notified of receipt by means of a definitive confirmation.

## 10. Cancellation

If you cancel at least 48 hours prior to departure, the total cost of the trip will be refunded after deduction of 10% for administrative costs. If you cancel within 48 hours before departure, the fare will not be refunded. Cancellations of booked return rides within 48 hours of beginning the first journey are not permitted.

## 11. Terms and conditions of transportation

To the extent that these General Terms and Conditions do not stipulate otherwise, the General Terms and Conditions of Carriage and Payment for the transportation of passengers in passenger cars, filed at the Office of the District Court in The Hague on 10 December 2019, filenumber 35/2019 of Koninklijk Nederlands Vervoer, apply. We will send you these General Terms and Conditions on request.

