

# Terms and Conditions

These terms and conditions of carriage are agreed to by the customer by booking with Spiral Cab 159 rue St Michel 73700 Bourg St Maurice.  
Siret number: 82327087100010

## Booking Process

The booking is subject to availability, On completion of the booking form a confirmation will be sent by email to confirm the booking is available. Spiral Cab will produce written confirmation of the details regarding the booking by email.

## Payment

To secure a booking full payment is required.

## Booking Amendments

Amendments to the date or times will be subject to availability.  
Amendments made within 14 days before departures may be subject to an admin charge.  
No amendments can be made 24 hours before travel.

## Cancellation

Cancellations within 2 weeks of transfer date will be charged at the full amount and no refund will be given.  
Cancellations received between 3 and 4 weeks before the transfer date will be refunded 50% of the full transfer price.  
Cancellations before this will receive a full refund minus a 50€ administration fee.

The client is responsible to provide:

- Correct flight details and arrival time
- In resort directions to drop off point.
- Addresses of the accommodation with information of drop off point and pick-up point.
- If address is not provided or cannot be found the drop off point will be outside the resort tourist office.

Spiral Cab accepts no responsibility for misinformation given by a customer that results in either a flight being missed or a driver failing to be at the arrival airport in question to pick up a customer.

## **Flight delays, reschedule or cancellations.**

Clients will be rescheduled to another transfer departure which may require a longer wait or may be shared with other passengers. If the client does not want to wait for the next available departure then the client is free to make alternative arrangements but this will not be compensated or be payable by Spiral Cab.

Driver waiting time is limited to 1.5 hour time after which the client will be charged 20€ per hour for waiting time. If the client notifies of delays or changes to the flight arrangement before the driver and vehicle leave for the airport then no charge will be incurred and Spiral Cab will endeavour to make alternative transport plans.

The client must make contact within 1 hour of the plane landing otherwise the driver will regard as a client no show in which case the driver is free to leave the airport and no compensation will be given.

No refund will be given if the transfer is cancelled due to a flight cancellation.

Documentation will be provided on request of the client for any insurance claims.

Where flights are delayed more than 4 hours this will be classed as a cancellation and a new booking will need to be made by the client. In which case documentation will be provided on request of the client for any insurance claims.

## **Failure of Service**

Spiral Cab will not accept any liability in the event of delay and resulting costs incurred by the client due to circumstances beyond our control: Our aim is to always get our clients to their location with minimal discomfort and inconvenience.

However we cannot be held responsible for certain situations beyond our control, such as:

- Traffic accidents causing delays to the vehicle
- Vehicle breakdowns
- Extreme, adverse and severe weather conditions
- Compliance with requests of the police
- Accidents
- Unforeseen traffic delays
- Industrial action by third parties
- Unforeseen problems caused by other transfer customers
- Vehicle being held or delayed by a police officer or government official
- Natural disasters
- Other circumstances that could effect our passenger safety

Clients are advised to take out adequate travel insurance for extra costs and charges incurred from flight delays, cancellations and rescheduling or any other factors outside the control of Spiral Cab.

## Onboard

- Eating or smoking is not permitted in vehicles operated by Spiral Cab.
- The consumption of alcohol is not permitted in the vehicle
- Any passenger who appears to be under the influence of alcohol or drugs or who is behaving in an abusive or threatening manner may be refused transport. The right to refuse transport is delegated to the driver or any member of Spiral Cab staff.
- Passengers who soil the vehicle will be liable to pay a cleaning charge of a minimum of 50.00 €. This charge is payable immediately to the driver, if the charge cannot be paid all future and current reservations will be terminated and no refund given to the client.
- With the exception of guide dogs, no animals are permitted in any Spiral Cab vehicle.
- Clients must not leave litter or rubbish of any kind in the vehicle.
- Any damage caused to a vehicle, either internal or external, must be paid for, in full, by the client at the time of the incident
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## Luggage Allowance

- Customers have an allocation of 2 items of standard luggage plus one ski or snowboard bag. Excess luggage may be subject to an extra charge and clients must notify the office in advance.
- The responsibility for any loss or damage to clients property is not accepted by Spiral Cab.

## Data Protection

- Personal information supplied by the client during the booking process will remain confidential and not be shared with third parties. Contact details will only be shared with partner companies for the purpose of completing the transfer.