

# Schiphol (E-)Business Taxi | General Terms and 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 4 hours before check-in time or arrival time.

## 2. Use of Schiphol E-Business Taxi

Schiphol E-Business Taxi reserves the right to change depending on distance, amount of luggage and availability using a regular Schiphol Business Taxi.

## 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.

## 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). Your luggage is limited at Schiphol E-Business Taxi; one piece of hold luggage and one piece of hand luggage is included (max. 2 passengers). Extra luggage is not possible. Schiphol Business Taxi 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. Additional services

- Help with check-in. You will be picked up from your driver and escorted to the check-in desk.
- Guidance to the gate. You will be picked up from your driver and escorted to the check-in and to the gate.
- Guidance from the gate. You will be picked up from the gate and you will be escorted to the baggage reclaim area and then to your driver.
- De additional services can be booked up to 24 hours before departure.

## 6. Delays en route

Schiphol Business 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.

## 7. 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 entrance of the excellence parking within an hour. Your driver will meet you there.
- If you are traveling with hand luggage only, please let us know.
- 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.

## 8. 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.

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

Please tell us of changes to flight numbers and/or dates at least 4 hours before arrival of the original flight or, if you will arrive earlier, no later than 4 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 7b. 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.

## 10. Payment

The transportation must be paid by booking 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 3), you must pay the driver in cash. Any double payments will be refunded as soon as possible.

## 11. Cancellation

If you cancel at least 4 hours prior to departure, the total cost of the trip will be refunded after deduction of 5% for administrative costs. If you cancel within 4 hours before departure, the fare will not be refunded. Cancellations of booked return rides within 4 hours of beginning the first journey are not permitted.

## 12. Terms and conditions of transportation

To the extent that these General Terms and Conditions do not stipulate otherwise, the General Terms and Conditions of Car 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, file number 35/2019 of Koninkrijk Nederlands Vervoer, apply. We will send you these General Terms and Conditions on request.

