

## **TRANSFERS TERMS & FAQ**

### **LAST MINUTE RESERVATIONS**

All reservations received within 48 hours prior to the planned use of service can't be guaranteed and therefore not confirmed. However, Inde d.o.o. will do its best to meet the request in a timely manner and the agent will notify you on cancellation or confirmation via email or provided phone number as soon as the requested information on your reservation is available.

### **WILL ANYONE ELSE BE TRAVELLING IN THE VEHICLE ?**

Of course no, Inde d.o.o. offers private transfer services, the price you pay reserves the vehicle only for you

### **WHAT DOES THE DISPLAYED PRICE REFER TO?**

The displayed price refers to a transfer per vehicle, regardless of the number of passengers.

### **WHERE WILL I MEET THE DRIVER WHEN I ARRIVE AT THE AIRPORT?**

All Inde d.o.o. transfer services include Meet & Greet service. Therefore the driver will be waiting for you at the arrivals of the airport with a sign showing your name. In case you experience difficulties in locating the driver you can always call Inde d.o.o. customer support at +385 91 111 1737 (indedoo@outlook.net), which will arrange the meeting immediately.

### **CAN I ARRANGE A RETURN TRANSFER DIRECTLY WITH THE DRIVER?**

Yes, you can always make any transfer booking directly with our drivers

### **WHAT IF MY FLIGHT IS DELAYED OR CANCELED?**

All flights are monitored for delays to ensure your driver will be waiting for you when you arrive. There are no extra charges if your flight is delayed. ...

### **CAN I CANCEL MY RESERVATION FOR FREE?**

Booking is possible to cancel at no additional cost at least 48 hours before your transfer. Within 48 hours we may charge you, in case of no show you'll be charged for full amount.

### **IS YOUR COMPANY LICENSED AND INSURED?**

Yes, Inde d.o.o is a licensed rent a car / transfers company, and all our vehicles including passengers are fully insured

## USING SERVICES – important !

From all users of our services it is expected to behave in polite and socially acceptable manners. It will not be tolerated to any user to disturb, violate (verbally or physically) other users or employees of our company. Whoever is too disturbing to others will be removed from vehicle or group without refund, immediately.

It is not allowed to persuade employees of our company to violate any regulations and laws valid in country, where transfer is taking place. If user of services is too persistent in this kind of behaviour, employee can remove user from group or vehicle. Employee can even decide to announce user to proper authorities for further action.

If during or after service provided is established, damages are made by the user, user will have to financially repay damages, immediately. If user is not satisfied with damage evaluation, expert will be used. Damage evaluation will be made by expert from insurance company, where our company has insured our vehicles and company's property.

It is not allowed to drink or eat in company's vehicles. Our company will organize stops, if traveling is longer than 2 hours. Every stop will be long enough so users can use it for refreshments, brunches or toilet use. Stops are usually no longer than 15 minutes. If user is not accepting this term and leaves vehicle dirty and stained, user will have to pay for cleaning of all interior of vehicle.