

TERMS AND CONDITIONS OF TRANSPORT

Read this page before making your reservation. If you have any questions regarding the terms and conditions, please email our customer service team at info@izzotourandtransfer.com

1) Booking method

1.1. Forewarning

The services must be booked with a minimum notice of:

- 12 hours for transfers to and from places in Campania
- 48 hours for transfers to and from places in Lazio
- 24 hours for tours

For requests received without adequate notice, our company may not guarantee acceptance. However, subject to our availability, we will try to satisfy the request received.

1.2. Acceptance of booking

When booking it is mandatory to provide the following data:

- Number of passengers and number of bags;
- Date and time of appointment with the customer (time, origin and number of the flight/ship/train in the case of airport/port/railway arrival transfer);
- Pick-up address and travel itinerary;
- Name, surname and mobile number of the customer or passenger transported;

Once we have received the request within the timescales set out in point 1.1, we will send a confirmation with the details of the driver in charge, the type of vehicle and the meeting point.

The customer is required to be extremely accurate in communicating data. Our company will not be in any way responsible in case of communication of incorrect data by the customer. The data provided will be processed according to current privacy legislation.

1.3. What is included in the booking rate

- Car rental with driver available;
- National and international motorway tolls;
- Access to restricted traffic areas;
- Parking tickets;
- Fuel;
- Luggage;
- VAT if applicable

1.4. What is not included in the booking price

- Driver's accommodation and food for services lasting more than 8 hours;
- Entry taxes to cities or foreign countries and parking fees;
- Tips

2) Cancellations, modifications, delays and no-shows

2.1. Cancellations

Cancellation of the reservation without penalty is accepted when it is received with a minimum notice of 24 hours before the appointment time.

For cancellations received outside the established times, a penalty equal to 100% of the amount of the deposit paid at the time of booking will be applied.

In order to be accepted, the cancellation must be sent to the e-mail address info@izzotourandtransfer.com

2.2. Changes

Any changes to the data transmitted during the booking phase must be received with a minimum notice of 6 hours before the appointment time. If our company is asked to change the appointment time beyond the scheduled times, it reserves the right to confirm the requested change depending on its availability.

2.3. Delays

For all booked services, a free wait of 20 minutes is tolerated starting from the appointment time communicated at the time of booking. Beyond this deadline, the customer is required to pay an additional sum foreseen in the company price list, for each hour or fraction of an hour of waiting by the driver staff.

2.4 No-show

For all booked services, in the event of no-show of passengers beyond the time limit of 20 minutes from the appointment time and without any warning communication, will be applied a penalty equal to 100% of the amount of the confirmation deposit paid to the time of booking.

3) Conditions for transport

3.1. Luggage, pets, passengers with difficulties, minors

Each passenger can carry up to one suitcase and one hand baggage with them. The amount of luggage exceeding the permitted amount must be declared at the time of booking to avoid the assigned vehicle being unsuitable for the service.

All transported objects are under the responsibility of the owners. Our company will not be responsible for damage or loss of items transported.

Any transport of pets must be communicated in advance at the time of booking and must be done using the appropriate containers.

The transport of disabled people, non-ambulatory and minors, must be communicated at the time of booking in order to prepare the vehicle suitable for specific transport in accordance with current legislation (also to find any child restraint seats). All persons under the age of 18 must be accompanied by an adult or require parental authorization from our company, for the transport of minors.

3.2 Behavior of passengers on board the vehicle

Users of the rental service are prohibited from:

- Smoking during transport;
- Drink and carry alcoholic beverages in the passenger compartment;
- Throwing objects from vehicles both stationary and moving;
- Dirty or damage the vehicle. If damage to the vehicle is detected, compensation will be requested from the transported user;
- Demand the transport of pets without having implemented, in agreement with our company, all useful measures to avoid damage or soiling of the vehicle;
- Request the vehicle stop not already foreseen at the time of booking. Stops are permitted exclusively for emergency reasons (illnesses or technical problems with the vehicle). Any changes to the route or any unscheduled stops compared to the itinerary established during the booking phase will in any case be charged to the customer by our company according to the company price list;
- Disturb the driver while driving through rude discussions or violent attitudes.

Users of the rental service are obliged to:

- Respect all legal provisions including municipal regulations.

During transport, the driver staff has the right to interrupt the service or change the itinerary if the previous conditions of transport on board are not respected by the passengers.

4) Payments and supplements

4.1 Payment

The fee will be agreed between the carrier and the customer during the booking phase. The amount due must be paid in the following ways:

- Deposit equal to 20% of the service to be paid at the time of booking;
- Balance of the service directly on board the vehicle by cash, credit card or debit card;

4.2 Expected supplements

Night service from 7pm to 7am + 30 euros;

5) Miscellaneous

In the event of unexpected route events due to adverse road, weather or traffic conditions (demonstrations, strikes, vandalism, terrorism, checks by the police, fires, floods) or due to technical failures of the vehicle or illness of the driver, our company is not responsible for delays or disservices and does not guarantee the possibility of traveling on any means chosen at the time of booking. In this case, however, an attempt will be made to complete the service with alternative means (taxi, car, rental bus with or without driver, etc., etc.).

The customer is obliged to report to our company, as soon as possible, any problems resulting from disservices or shortcomings directly attributable to our work.

Any dispute or controversy regarding the activities between our company and the customer will be subject to the exclusive jurisdiction of the court of Torre Annunziata (Italy).

Terms and Conditions of Transport updated on 11/06/2024

IZZO TOUR AND TRANSFER

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