



ROME SHUTTLE SERVICE - TERMS AND CONDITIONS

Clients may book one or more seats in a determined type of vehicle at a pre-established departure time; in this manner, the transfer may be shared with other passengers and will depart at one of the hours offered from our Customer service and chosen by the client.

The client understands that during the transfer, the shuttle may effect short detours or stops in order to pick up or drop off other passengers, or transfer passengers from one vehicle to another during the trip.

Clients are requested to be at the meeting point at least ten minutes before the departure time as described on their booking.

The client is responsible for providing a valid cell phone number at least of one of the passengers, including international code, for any communications.

If no contact number will be given, it is the client's or passenger's responsibility to check for any variations in the booking.

Seahorse car service is not responsible for any delay or cancellation of Client's flight or train, **it is Client's responsibility** to communicate immediately any change to Seahorse car service offices.

Pick-up times in these cases may be anticipated or delayed up to an hour from the time as shown on the booking.

The client accepts these possible modifications on scheduled pickup times.

If the Client has booked a door to door shuttle service with a fixed pickup time and there is a delay or cancellation of their flight, the Client will receive transport on the next door to door shuttle service available. If no other shuttle service of the same type is available, a private transfer will be offered to the Client (upon availability.)

Note : the total cost will be calculated adding, to the cost of the shuttle service ,the difference for the private transfer.

If the Client does not accept this alternative, he will have missed his transfer and will have no right to a reimbursement.

The customer who has booked a shared shuttle service from/to Rome FCO/CIA/CITY CENTER :

- Naples, Herculaneum, Pompeii, Castellammare di Stabia
- Sorrento Coast (Sorrento / Piano di Sorrento / S. Agnello / Massa L. / Vico Equense) or surrounding areas
- Amalfi Coast (Positano / Amalfi / Ravello / Minorl / Maiori) or surrounding areas

Therefore is aware that the shuttle will also make journeys by crossing the Amalfi Coast or Sorrento to allow all the customers to take advantage of the shuttle service who have chosen a particular pick up time.

In this case time of pick up / drop off might be anticipate or delayed for a maximum of an hour from the time indicated in the booking and the client accepts these changes of times.

Shuttle buses leave , according to our time table and the time of the pick-up can slightly vary according to the needs of all the passengers.

Seahorse car service will do everything in its power to arrive to the Client's destination on time, however the company won't be responsible for any consequences suffered by the Client as a result of transfers unable to arrive on time due to circumstances beyond the control of Sorrento Coast Shuttle not directly related to the driver, such as force majeure (heavy traffic, bad weather, unexpected road detours, accidents, police road blocks, strikes, situations in which the authorities control traffic for reasons of public safety, etc) .

- All passengers are allowed one medium sized baggage and one soft hand bag

Seahorse car service and the drivers are not responsible for any items or valuables left in the vehicle, clients must make sure to have to have al their belongings and luggage at the time of leaving the vehicle and before the driver leaves .

RESERVATION & CANCELLATION

Roma Shuttle Service is available only on reservation, it isn't a public transportation.

The confirmation is sent by e-mail by our Customer Service within the following 24hrs from the booking . Departure Time is set according to our TIMETABLE.

Booking & Cancellations must be made within **48 hours** prior the first transfer date.

For Booking less than 48 hours depending on availability.

For Cancellation **within 48 hours** no penalty will be applied.

If Cancellation is effected **less than 48 hours** prior the first date of service, no refund is available to Client and the client must pay the transfer for the whole amount but only of the first transfer booked.

NO SHOW will be paid for full.

Booking & Cancellation may only be effected

via email to : info@romapositanoshuttle.com our through our web sites www.romasorrentoshuttle.com – www.romapositanoshuttle.com – www.romaamalficoastshuttle.com

and our customer service will confirm it by e mail .

If the Client does not receive an email confirming cancellation of service, it is the Client's responsibility to call Seahorse Car Service offices.

PAYMENT

We accept payments, to be announced at time of booking, by :



Prepaying by Paypal (no extra fee will be applied) directly from our web sites : www.romasorrentoshuttle.com – www.romapositanoshuttle.com – www.romaamalficoastshuttle.com



By CREDIT CARD (with supplement of 3% fees on payment) prepaying or at the end of service, filling a order form sent by mail from our Customer Service at the moment of booking.



The payment can be made in euro cash at the end of ride, sending credit card details only as guarantee.

10% VAT INCLUDED

To avoid any fraud risk on internet, we would suggest to send CREDIT CARD info (to prepay or to use only as guarantee) at our 24h/day fax at: +39 0815324262.

Our Contacts :

E-mail address : www.romasorrentoshuttle.com – www.romapositanoshuttle.com – www.romaamalficostshuttle.com

Office : +39 081 807 24 99

Fax : +39 081 462 91 30

24/24hrs Mobile Phone for Emergency : +39 3392524335

MEETING POINT:

ROMA FCO AEROPORTO – TERMINAL 3 ARRIVAL AREA, JUST BEFORE EXIT DOOR – NEAR COLUMN NUMBER 4 – AT GROUND FLOOR!

ROMA CIA AEROPORTO – INFORMATION DESK

ROMA STAZIONE TERMINI – Via Marsala ,22 next to Best Western Premier Hotel Royal Santina

Roma Sorrento Positano Amalfi Coast Shuttle

Enjoy Travelling s.a.s. by Seahorse Car Service

Via degli Aranci 53, - 80067 Sorrento - P.IVA 08638661218

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