

General terms and conditions

Scope

A contract for conveyance is formed by a booking and a subsequent confirmation by **Alphubel AG, Alphubel Limousine Service** (contractor). The service confirmation is an integral part of the contractual terms.

Booking

A booking can be made in writing, by telephone, via email, via fax or online.

After confirmation by the contractor, the booking is valid and the client accepts the general terms and conditions.

Prices

The scope of services and price for conveyance conforms to the applicable price list in each case.

The company's price list applicable at the time the contract is entered into applies.

All prices are subject to change without notice.

The prices correspond to the vehicle and not the number of persons.

For flat-rate agreements, the stipulated price applies for the stipulated service.

Additional services that were not agreed to at the time of booking will be charged for separately.

- Waiting time: CHF 100.00 per hour
 - For pick-up at airports for regular flights a 1 hour grace period is given
 - For pick-up at airports for private flights and charter flights a ½ hour grace period is given
- Driver overnight accommodation: CHF 150.00

Withdrawal/cancellation

Both parties to the contract are entitled to a right of withdrawal according to statutory provisions. If the order is cancelled at least 3 days prior to the pick-up date, no fees will be charged. The fees for a later withdrawal are as follows:

- up to 1 day prior to the pick-up date: 50% of the stipulated transfer price
- less than 24 hours prior to the pick-up time: 100% of the transfer price

Cancellations are valid only if they are provided in writing; oral cancellations are valid only after they have been confirmed in writing by the contractor.

No show fee

If the passengers do not show up, 100% of the stipulated transfer price plus idle time of CHF 150.00 will be charged.

If a client cannot locate the driver at the designated pick-up location and time, he is requested to call immediately the contractor on +41 27 967 15 50.

Terms and conditions of payment

In principle, a credit card (VISA, MC, AMEX) is to be provided as a means of payment for each booking.

The contractor reserves the right to reserve the related amount on this credit card.

The transfer fee can be paid by:

- Cash (Swiss Francs, Euros or US\$) to the driver after the order is carried out.
- Credit card (VISA, MC, AMEX) on the day of the order (plus 3 % credit card commission)
- Orders on account are possible based on special agreements.

Damage

The passengers will be held liable for damage to the vehicles and their interior equipment (excessive soiling of the seats, carpeting, wall coverings, ceiling coverings, and so forth) by passengers, as well as for damage caused by improper use of the equipment by passengers.

Smoking in the vehicles is prohibited.

Insurance

All vehicles are registered in accordance with the law, and the drivers are in possession of the licenses for passenger transport as required by law. Vehicles and occupants are comprehensively insured.

Special

The contractor cannot be held responsible for trips cancelled at the last minute, or for delays, missed deadlines, missed flights and so forth that result from acts of God such as weather conditions, traffic, police or customs checks, strikes or similar problems.

By booking a trip, the client accepts all items mentioned in these terms and conditions.

The Swiss Law of Obligations automatically applies for all disputes that are not governed by these terms and conditions.