

Principal's Booking Conditions: Hotelbeds S.L.U.

These are the booking conditions of the Principal that apply to you, the customer, for the transfer service contract you have entered into. We, the Principal, have appointed Loveholidays as our non-exclusive agent to offer you the transfer service we provide.

Your booking is subject to both the [booking conditions](#) of Loveholidays and these Booking Conditions. For the avoidance of doubt, each booking made is a separate booking, available separately at exactly the same price and is not part of a package holiday. Please ensure you have read, understand and accept both the Loveholidays' [booking conditions](#) and these Booking Conditions set out below before finalising your booking.

1. Your Contract

1.1 The lead passenger on the booking must be at least 18 years of age and be authorised to make the booking on behalf of all members of the party. All members of your party must be UK or Irish passport holders – if not, we reserve the right to either end this contract immediately, or only provide the transfer service upon the payment of an additional supplement (if requested).

1.2 The booking is confirmed and a binding contract comes into existence only when we and Loveholidays have both:

- Issued a booking confirmation and reference number on behalf of the Principal and
- Has received the full payment required from you.

1.3 The date of the contract is the date that appears on the confirmation email.

1.4 Once the contract is made, the Principal is responsible to provide you with the transfer service booked and you are responsible for providing payment to the Principal via Loveholidays.

1.5 The booking confirmation will identify the name and address of the actual transfer service, which you have booked.

1.6 Please check all details carefully and notify Loveholidays immediately of any discrepancies.

1.7 The Principal reserves the right to cancel the booking if full payment or any balance due is not received by the due date. In that case, you will be advised and cancellation charges will be applied to your booking.

2. Payment

2.1 You, the customer, are responsible for making all payments of the correct amount and on time to Loveholidays. In the event that you have failed to pay all monies due on or in advance of arrival, the Principal reserves the right to seek payment directly from you, or may refuse you the transfer service.

3. Descriptions

3.1 The Principal takes reasonable care to ensure that the information published about each transfer service is accurate; however neither we nor Loveholidays cannot accept liability for errors or omissions in the descriptions.

3.2 Various circumstances outside our control can affect transfer timings including traffic conditions, road works, closures etc. Therefore, all transfer times are only approximate and are subject to alternation and amendment and in rare circumstances, cancellation.

4. Changes

4.1 Unforeseen events may necessitate changes to the published schedule. The Principal must therefore reserve the right to make changes to details both before and after bookings have been confirmed.

4.2 Most changes are minor. Occasionally the Principal will have to make a more substantial change to the booking ("Significant Change").

4.3 In event of a Significant Change, the Principal will notify you via Loveholidays as soon as possible and provided that there is time to do so before departure, you will be offered the following options:

- Accepting the changed arrangements; or
- Purchasing an alternative transfer from us, of a similar standard to that originally booked if available (if the chosen alternative is less expensive than your original one, we will refund the difference but if it is more expensive, you, the customer will pay the difference); or
- Cancellation of that booking only and refund of moneys paid against that booking only.

Please note, the above options are not available for changes other than Significant Changes and no payments will be made for any minor changes.

4.4 In all cases, the liability of both the Principal and Loveholidays for Significant Changes are limited to offering you, the customer, the above-mentioned options.

4.5 No additional expenses, costs or losses will be recompensed, including but not limited to, cancellation costs on other bookings you may have made.

4.6 If you need to make a change, please notify Loveholidays as soon as possible. We and Loveholidays will try to accommodate your request, however this cannot be guaranteed.

5. Cancellation

5.1 If you, the customer, wish to cancel your booking the conditions that apply are as determined by us and Loveholidays and set out in their booking conditions.

5.2 If we cancel your booking you will be entitled to a refund of moneys paid against that transfer booking only. No additional expenses, costs or losses will be recompensed, including but not limited to, cancellation costs on other bookings you may have made.

6. Complaints

6.1 We want you to enjoy your transfer and we employ best endeavours to ensure the highest standards of customer care are provided each time you use the service.

6.2 However, exceptionally, issues might arise with the service which are not to your satisfaction and in that instance, it is imperative that you immediately notify us both verbally and in writing so that we have the opportunity to resolve the matter. Our staff are available in person at various times during our transfer or while you are in-resort and on the telephone or email.

6.3 In the unlikely event that we cannot adequately address your concerns at the time, please notify Loveholidays or us through the contact details printed on your transfer voucher or confirmation email. We have authorised Loveholidays (acting as our agent) to try and resolve complaints with you within 28 days or such other reasonable time given the nature of the complaint.

6.4 If you wish to submit a formal complaint on your return home you can do so by writing to Loveholidays (as our agent) at the company address on the website. Please include your booking reference, a short statement of your grievances and your written confirmation of submitting your complaint at the time.

6.5 Please note that if you fail to notify us of the complaint at the time the issue arose as stated above, your complaint will be dismissed and any compensation (if applicable) foregone.

6.6 Where your complaint relates to health & safety issues it is likely that we, the Principal, will seek direct correspondence with you or your representative. Our details will be on your documentation.

7. Transfer(s)

7.1 Only those persons named at the time of booking, or subsequently advised, can use the transfer(s) services booked. Should any damage be caused by you or any member of your party to the vehicles(s) or its contents, or to other customer's property, you will be required to arrange immediate reimbursement before the end of your stay.

7.2 The standard luggage allowance is one suitcase and one hand bag. Any additional luggage or equipment etc may incur an additional charge and in some circumstances, we may refuse to carry such items unless expressly stated and agreed in advance.

7.3 We reserve, at our absolute discretion, to refuse service to any customer who we deem is unfit to board a transfer.

7.4 Child seats: EU Directive 2003/20/EC states that children must use an appropriate child seat until they reach 12 years of age or until they reach a height of 135 cm. However there is an exemption for licensed taxis. If no child seat is available, children of three years of age and over may travel as long as they wear an adult seat belt. Children under three years of age may be transported without a safety restraint as long as they travel in the rear of the vehicle.

8. Passports and Visa

8.1 All passengers must be in possession of a valid passport and, if necessary, a visa. It is the customer's responsibility to meet the requirements of the countries they are visiting and

we regret that we cannot accept any responsibility for costs incurred if you fail to be admitted to any country.

9. Health and Safety

9.1 The Principal shall ensure that, at all times, the service, including, but not limited to, transfer(s), facilities, furniture and equipment, complies with all national, local, trade and other laws, regulations, rules and codes of practice (including those relating to health, safety, food, fire, security, planning and permits for the provision of transfer and the operation of a tourist establishment).

9.2 The Principal warrants that an appropriate health & safety management system.

9.3 The Principal shall ensure that at all times the customer is provided with a proper and safe transfer service carried out with reasonable skill and care based upon the representations made by the Principal as to the type and nature of the transfer service including the vehicles involved in the transfer service.

9.4 With regards to your transfer(s), there may be additional safety consideration specific to that location, and we recommend you visit your doctor well before travelling to obtain advice. For further information, see www.fco.gov.uk and/or <https://www.dfa.ie/travel/> .

10. Principal's liability

10.1 The Principal will pay the customer all such sums as are deemed necessary to compensate the customer for any loss, damage, injury or death suffered as a result of the Principal's negligent arrangement and/or provision of the transfer service.

10.2 The customer is only entitled to such compensation as is reasonable and proper in the circumstances and may be subject to local laws and limitations.

10.3 The customer must bring their claim against the Principal within 12-months of the event causing the loss, damage, injury or death as the case may be and the customer specifically acknowledges that this period represents that this is reasonable given that transfer services are provided outside their own home country and jurisdiction.

11. Law and Jurisdiction

11.1 The Principal's contract with the customer and all obligations flowing from the Principal to the customer are governed by English law and subject to the jurisdiction of the Courts of England and Wales, or such other Courts as have jurisdiction for the area in which the customer resides or where the service takes place.