

# Terms and conditions

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General terms and conditions of services of the company "Premijska mobilnost in organizacija, Tajus Plus d.o.o.".

Offer: passenger transport, car rental with driver, driver rental.

Service provider:

Premijska mobilnost in organizacija, Tajus Plus d.o.o.

Pot Draga Jakopiča 21

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## **Article 1 - CONTRACTOR**

Passenger transport services are provided by the company "Premijska mobilnost in organizacija, Tajus Plus d.o.o." (hereinafter the contractor) in accordance with the applicable regulations governing this area of services. The contractor establishes general conditions that are the basis for the performance of each service.

The contractor does not transport minors without an escort or authorization from a guardian.

## **Article 2 - SUBSCRIBER**

The customer of the service is any customer who enters into a contract with the contractor or carriers and orders services. The customer is also responsible for paying for the service.

The customer of the service uses the capacity of the vehicle in accordance with the specification stated in the general conditions. The contractor is not obliged to provide service to anyone who does not accept these general conditions.

## **Article 3 - RESERVATION**

The reservation of the service is considered confirmed when the contractor receives the agreed advance payment for the transport, if the parties so agree. The contractor will confirm in writing only those service reservations that are valid.

The deadline for advance payment is specified in the offer.

The confirmed reservation includes information about the client, the number of people, confirmation of the requested appointment, the location of the entry or start of the route, the location of the final route and a fixed price for the reserved service.

An unconfirmed reservation is not binding on the contractor.

## **Article 4 - TYPE OF TRANSPORTATION**

The operator's transport is intended for passengers who want to adapt the transport to their needs. The order for such transportation is made by phone or e-mail. When making a reservation, the passenger informs the desired time of departure and arrival (flight number), boarding location and number of people. This type of transport is not tied to a timetable, but is completely adapted to passengers who need transport, without additional stops and passengers.

When booking transport from the airport to the desired address, the driver waits for the passenger in the airport building after the plane lands, while holding the agreed greeting sign. Transportation is carried out by a comfortable vehicle of a higher price class. The transport brings additional benefits, such as free additional luggage, use of a child seat, a bottle of water and an unlimited number of stops according to the travel schedule.

#### **Article 5 - PAYMENT FOR THE SERVICE**

Cash payment or payment via invoice is mandatory and a prerequisite for the service provided, for which a corresponding travel payment document is issued. Contractual parties who order the contractor's services for their beneficiaries have other payment methods available. In this case, it is mandatory to attach the received purchase order or company contract and the written order in the form of e-mail. The passenger list is a mandatory component of the order in such cases. Contractual partners have the right to pay the invoice within the agreed term, as specified in the contract, or according to the date indicated on the issued invoice.

#### **Article 6 - TERMINATION**

In case of sudden or unexpected cancellations, such as a change or rerouting of the arrival of the plane to another airport, which is different from the one booked and already paid for, and in the case of loss or delay of the flight in arrival due to the passenger's own fault, the operator is not obliged to return the payment for the aforementioned service..

#### **Article 7 - START OF THE DRIVE**

The ride begins when the client and the contractor conclude a written agreement on the service, and when the client takes his seat in the vehicle. The driver then physically starts moving the vehicle towards the agreed destination.

The driver is not responsible for personal items lost or forgotten in the vehicle.

#### **Article 8 - INTERRUPTION OF DRIVING**

During the journey from the start to the final destination, there may be an interruption, which means a stop, during which all passengers leave the vehicle. On routes up to 200 km long, a stop of up to 15 minutes is planned, while on longer routes a stop of up to 30 minutes is planned. In the event that a longer stop is necessary, the driver makes a separate agreement with the passengers each time and everyone's consent is required. However, the driver does not assume responsibility for possible delays at the final destination, which would be the result of too frequent stops at the express request of the passengers.

#### **Article 9 - END OF THE RIDE**

The ride ends when all passengers leave the vehicle at the final destination.

#### **Article 10 - VEHICLE FAILURE**

In the event of vehicle breakdown, the contractor is responsible for providing replacement transportation at his own expense. If a replacement vehicle is not available within 4 hours after the trip has been interrupted due to a breakdown, the contractor will reimburse the user for the transportation or service costs in full.

The user is not entitled to reimbursement of costs other than those listed.

Vehicle breakdown or force majeure does not justify a claim for compensation.

#### **Article 11 - SAFETY AND LIABILITY**

All vehicles comply with the legislation of the Republic of Slovenia and have the appropriate license for the transport of passengers. They are inspected before each ride and meet all requirements. Passenger accident insurance is included in the transport price, and all vehicles also have car assistance.

The driver of the vehicle has an additional duty to behave like a good owner and act responsibly towards the vehicle and passengers. In the event that passengers engage in dangerous behavior that may endanger their own safety and the safety of others, the driver is obliged to stop the vehicle immediately and ensure the safety of all passengers and the vehicle before continuing the drive.

#### **Article 12 - BAGGAGE**

The customer of the transport has the right to transport one piece of hand luggage weighing up to 10 kg and one piece of personal luggage weighing up to 25 kg. After prior announcement, reservation and additional payment, additional luggage can be transported. The vehicle is not intended for the introduction or transport of dangerous substances or substances that are prohibited in all countries through which journey takes place.

#### **Article 13 - CANCELLATION OF TRANSPORT BY THE CONTRACTOR**

Any cancellation of the transportation by the operator is considered valid. The contractor may partially or completely cancel the transport in case of unforeseen circumstances that could not be predicted, prevented or avoided. The operator also reserves the right to cancel the ride in the event that the minimum number of registered passengers is not reached or if the registered passengers have not paid the advance payment for the transport. In case of cancellation, the contractor is obliged to inform the users at least 2 days before the scheduled start of the transport and to return the paid amount in full.

#### **Article 14 - CANCELLATION OF TRANSPORT BY THE CUSTOMER**

The client must provide written cancellation, with email also being an acceptable form of cancellation.

When calculating cancellation costs, the date of written cancellation is taken into account. The cancellation costs are as follows:

- For trip cancellation up to one month before the scheduled departure, the cancellation fee is 50% of the transportation price.
- For travel cancellation less than 14 days before departure, the cancellation fee is 100% of the transportation price.

#### **Article 15 - PROTECTION OF PERSONAL DATA**

Protecting the personal data of our users is one of the main priorities of our company. We guarantee that your data is protected against possible loss, destruction, falsification, manipulation and unauthorized disclosure at all times. We are committed to never misusing your personal data in any way.

#### **Article 16 - DISCOUNTS**

The contracting parties can agree on special discounts before the transport is carried out. The contractor determines promotional prices and additional offers, which are clearly stated in the price list of the offer.