

GENERAL TERMS 2014

The conditions hereafter are applicable regardless of the general conditions of purchase of the client. Any modification proposed by the parties must be by written agreement.

Service:

1. Pick up and drop off is guaranteed from your place of stay, at the specified booking times that appear on the voucher.
2. Any damage caused inside the vehicle will be charged. Smoking in the vehicles is strictly prohibited. Seat belts must be fastened AT ALL TIMES.
3. As our drivers' responsibility is engaged during the vehicle-renting period, they are required to apply and enforce all current laws.

The client shall make no requests, nor shall any request be honoured by the driver to exceed the authorized speed limit or to commit breaches of any highway code rule.

Booking and Payment:

Reservations have to be made minimum 2 days in advance to be ensure.

1. Our rates are NET and include service of an English-speaking driver (other language on request), taxes, fuel, and unlimited transport insurance for passengers.
2. Methods of payment accepted: cash, check, credit card (Visa, American Express with a fee of 4%, Master Card...) and Bank transfer.
3. These rates do not include any entrance fee in museum or other activities, parking nor toll fee.
4. 10 % supplement is applied from 8 pm to 8 am.
5. Claims for shortages of services or for mistakes or errors in billing must be presented within eight (8) days from the date of service. Any claim not so presented shall be conclusively deemed waived.
6. Any wait beyond a one-hour franchise will be charged according to our rates. Any started extra hour will be integrally charged.

In case of litigation, the court dealing with trade disputes of Salon de Provence is the only one to be competent in the matter.

Reservation Process:

"As soon as we do receive your request by e-mail, phone or fax, we will send you a quotation. In order to confirm requested service, you must return to us the quotation by fax, email or post-mail, with a date, a signature, a stamp and mentioning your agreement "Agreed and Accepted", with a view to respecting both parties. A solid reservation will be registered only after receiving a valid credit card number (+expiration date) or a deposit (30 to 100% of the total amount)."

Cancellation charges :

Cancellations received more than 30 days prior to departure will be subject to 30% of the total tour cost.

Cancellations received 30 to 7 days prior to departure will be subject to 50% of the total tour cost.

Cancellations received within 7 days of arrival will be subject to 100% of the total tour cost. In case of no-show or interruption of the service by the client, there will be no refund.

Deluxe Drivers allows itself to cancel the service for any technical or security reasons.

Responsibility:

1. All rates are guaranteed under stable economic conditions. Insud / Deluxe Drivers will not be hold responsible regarding any delays, changes, strikes, festivals, sites exceptionally closed, weather conditions or belongings forgotten or stolen in the vehicle.
2. Deluxe Drivers will not be hold responsible for any accident while getting in and out of the vehicle.
3. Any damage done on purpose or not by the client will be charged according to the amount of damage.

4. Baggage is limited to 30 kg per passenger and remains the passenger's responsibility.
5. A transport record is issued to passengers at the end of the transport service.
6. The vehicle and the driver will be provided with the necessary aboard documents to make sure the service goes smoothly.

Insurance:

The responsibility of Insud/Deluxe Drivers is limited to our insurance contract clauses. The principal will be free to take out extra insurance at his own charge for cancellation or repatriation costs, embarked luggage cover, etc. (Non-exhaustive list).