

Terms of Service Clab srl - Italian Limousine Network (tm)

The following travel conditions apply to all customers who book with Italian Limousine Network (tm). below I.L.N.

1. GENERAL INTRODUCTION of Clab Service Ltd (ILN).

Clab Service Ltd. is a private limited company with registered offices in Via XXII Marzo 01-21013 Gallarate (VA) Italy VAT and CF 02439450129, registered in the Companies Register of CCIAA258011 and the Court of Busto Arsizio 22949 , 10,400.00 € Capital.

I.L.N. handles the transfer of people in over 450 cities in the world, generated by a reservation on the website www.italianlimousinenetwork.com by a customer of ILN for the execution of services, together I.L.N. uses its own drivers as well as the collaboration of transport companies operating in the area regularly.

The client, before making a reservation online, it should ensure that you have read and understood the conditions of ILN which will govern the future contract. Our customer service is available for any clarification regarding the conditions of travel.

Through the website www.italianlimousinenetwork.com, ILN offers the following types of transfer service and / or private tours with vehicles ranging from car (from 1 to 3 passengers) , the minibus & SUV (4 to 8 passengers) , bus (9 to 70 passengers):

2. ONLINE RESERVATION.

- a. When two or more persons are included in the same booking, or when the reservation is made on behalf of others, the person making the booking (the Client) will be treated as an agent in relation to other components of the (passengers) and, therefore, accepts the conditions of ILN on their behalf. If the booking is made via telephone or fax or e-mail as well as with our online system, the customer agrees, the conditions of ILN this request is considered "reservation".
- b. When booking, the customer must be an adult must ensure that all information provided correspond to the reality, correct, complete, and that the credit card or debit card used is his own and that there are sufficient funds or credit in order to cover the cost of service. I.L.N. not be liable for any errors in the booking and will not reimburse anything in the case of no service due to these errors. If these errors imply that I.L.N. or their suppliers should have a service other than that booked and this involves additional costs to the service, the customer must pay the difference directly to the driver, communicated by the Office of ILN, before performing the service.
- c. The payment of service is required at the time of booking through online system or through correspondence with the sent of credit card by fax. The amounts of the service will be charged only after verification by 1<12 hours of receipt of the reservation (in case of emergency reservation the switchboard is activated : +39 0 331 781 734), by our booking office of the real availability of the vehicle booked the place and time required. In the case of non-availability your booking will be considered null and the amounts not charged.

If I.L.N. will be able to perform the requested service, the customer will receive, via email, or SMS the booking confirmation and their voucher number and cost of service will be automatically charged to the credit card provided by the customer when the reservation request . The email or the text messages sent are taken as evidence that was received by the customer.

If I.L.N. will not be able, for whatever reason, to provide the service, will send to the customer via email or SMS text the cancellation of the "reservation". In this case nothing will be charged on the customer's credit card.

The booking confirmation / voucher number is in effect your trip ticket. This must be printed, shown to the driver before each transfer. The "reservation", however, has no validity as a trip ticket.

d. the customer has the responsibility to check that all information printed on the voucher actually correspond to those chosen by him at the time of booking. Any anomalies must be notified by email at info@clabservice.com before performing the service.

- e. customer has the responsibility to provide a valid mobile telephone number of at least one of the passengers, including the country code, just in case of need (sms alert)
in a reservation without a telephone contact, it is the responsibility of the customer or passenger to contact ILN for changes occurring in the reservation.
- f. The legal rights of the customer may in no case be denied or reduced.

3. LUGGAGE

- a. If the customer is carrying golf bags, bikes, skis or other bulky materials for which there may exist surcharge in the price, he must indicated in the booking form . In case of failure to notify I.L.N. or its suppliers about bulky materials, they may refuse to carry items not declared before.
- b. Luggage is transported under exclusive responsibility of the customer. The forgotten items/luggage in the vehicle will be delivered to the address provided by the customer at its own expenses.

4. DELAYS

- a. I.L.N. is not required to verify any flight delays, ships or trains delays or other means of transport used by the customer. Customer has the responsibility to communicate any delays to the ILN offices , however, our team will be to check with the appropriate warning systems, flight delays and / or trains (when possible).
- b. If the customer has booked a service and there is a delay of the flight or ship, or train, or other means of transport used, the driver of ILN wait until 60 minutes considering time of arrival . Over 60 minutes wait there will be a surcharge extra as indicated in our quote that you have received.
- d. I.L.N. will make every effort to ensure that all vehicles arrive on time to the programmed destinations, but states that in any case it will be called to answer for the consequences of any kind suffered by the Customer due to the fact that the transfer was not completed in time due to events and happenings that are not directly dependent on the will of the driver and / or occurred due to force majeure (heavy traffic, bad weather, unexpected traffic disruptions and not reported or planned incidents, police enforcement roadblocks, or standards imposed by the competent authorities, even temporarily, for the safety of road users etc.. etc...) However, exist the opportunity for the customer to obtain, for motivated request, a refund of the transfer's price paid in advance, but just in case of non implementation or use of the service required or due to interruption of the travel before the arrival destination, if this will not depend on the above mentioned reasons of force majeure or by the desire of customer that has given up the service in cases explained in the next article n. 6/a.

5. TRANSPORT

- a. Smoking is not permitted on board vehicles used by ILN
- b. All drivers I.L.N. may refuse to transport anyone who might be under the influence of alcohol or drugs and / or whose behavior is considered threatening to the driver himself, for vehicles or for other passengers.
- c. It is not allowed to introduce on board vehicles used by ILN alcoholic beverages or drugs with intent to consume them.
- d. All vehicles used by I.L.N. are insured for third party liability under the existing legislation of the country where transportation service is effectuated .

6. CANCELLATIONS, CHANGES, REFUNDS

- a. Cancellations can only be made via email at info@clabservice.com and will be confirmed, via email, by the offices of ILN . If the customer does not receive the email confirming the cancellation is your responsibility to telephone the offices of ILN .
 1. in case of no-show or cancellation with notice 0 to less than 24 hours before the first service, penalty is 100%.
 2. In case of cancellation between the 72>24 hours, the penalty is 50%
 3. in case of cancellation before 72 hours no penalty, but in case of an online payment will be refunded the amount paid minus the bank fees for credit cards and a fixed amount of practical management amounted to € 20.00

Penalties for tours of one or more days

1. no-show or cancellation with notice 0<72 hours from the first service, penalty is 100%.
2. In case of cancellation between 168>72 hours, the penalty is 50%

3. in case of cancellation 0>168 hours , no penalty, but in case of online payment will be refunded the amount paid minus the bank fees for credit cards and a fixed amount of practical management amounted to € 20.00

Changes to the reservation

any change of reservation must be notified at info@clabservice.com

b. The changes to the reservation must be notified by email info@clabservice.com at least 24 hours before the service booked.

For changes communicated less than 6 hours the begin of the service, if we can not provide the new solution requested, we will communicate alternative solutions,

if we are not in a position to confirm the alternatives or if the alternatives proposed were not accepted by the customer, we will consider the service as no show.

c. complaints and requests for reimbursement must be submitted writing within 48 hours from the end of the service, at info@clabservice.com with the necessary motivation, and will be evaluated according the existing legislation in the italian territory.

Waiting times:

The driver will wait for passengers 's flight arrival at the airport in the arrival area.

After 60 minutes of flight landing time, if passengers did not keep contact with our sales office or with the driver , you will be considered as no-show.

In railway station or port the driver will wait at the place indicated on the booking. After 30 minutes from the arrival of the ship orof the train , if passengers did not keep contact with our sales office or with the driver , we will apply no-show. In the hotel or location, the driver will wait 30 minutes after which is if passengers did not keep contact with our sales office or with the driver , we will apply no-show.

Billing:

the total amount of reservation will be billed directly to the customer /person who requested the service, based on the details supplied by customer /person in the reservation form.

Tips: Tips are never included in the quote but are at the discretion of the customer.

Government's instruments:

These Terms are subject to the provisions of Italian law. For any disputes that may arise between the customer and ILN competent will be the Court in Busto Arsizio.

Protection of personal data:

Under Legislative Decree 196/03, the personal data that will be freely provided will be kept on a secure database. The data will be processed by I.L.N.

The data controller of your personal data is Clab Service Srl located in via XXII Marzo 01-21013 -Gallarate (VA) Italy.

Under Article 29 of Legislative Decree 196/93 (the full text can be found at the Guarantor for the privacy web site address: www.garanteprivacy.it responsible for the processing of personal data is the Chief Executive of Clab Service srl.

In accordance with article 7 of Legislative Decree mentioned above you may ask at any time the change of the data by writing to Clab Service srl Via XXII Marzo 01 – 21013 – Gallarate (VA) Italy, or by contacting the following number +39-0331-781734

Tariffs : € vat included

Payment by credit card supplied 72 hrs before the service. (We accept visa > mastercard >Amex > Diners)

Card nr.valid fromto

Owner of the card Birth day/month/year/

Address e.mail of the owner.....

Address where send you our invoice:

Company name: head office address

Vat Code.....

Signature

IMPORTANT: to assist us in deterring fraudulent use of credit card, please fax an enlarged and lightened copy of the front and back

I authorize Clab Service srl, head office in Gallarate via XXII Marzo n 1, to use my personal details indicate in this form, just in order to the execution of the transportation contract requested, and to proceede to the accomplishment of administratives and book-keeping procedures

Signature

I.L.N. Office

Telephone +39(0)331781734

Mobile +39 3292981383