

TERMS AND CONDITIONS OF TRANSPORT

Please read this page before booking. If you have any questions about the terms and conditions, please email our customer service team at info@grimaldix.com.

General Terms and Conditions of Service

The following terms and conditions govern the use of our chauffeur-driven car rental (NCC), VIP transportation, private security, event logistics, and corporate transportation services. These services comply with applicable regulations and aim to ensure a high-quality, safe, and professional experience.

Acceptance of Terms

Use of our services constitutes acceptance of the following terms and conditions. Before using the service, the customer must express their consent to the conditions set forth in this document.

1. Rates

The rates applied to the services include:

Car rental with driver available for the transfer or for the duration of the requested service.

Fuel and Tolls: Included in the price, unless otherwise specifically agreed.

Rates do not include:

Lunch and overnight stay for the driver, when necessary.

Entrance fees for restricted traffic zones (ZTL) or other restricted traffic areas in cities.

Additional costs for ferries and parking not specifically included in the offer.

3. Payment Methods

Payment on Board: Services can be paid directly on board by credit card, debit card, or cash, unless otherwise requested by the customer.

Deposit or advance payment: For special or customized services, a deposit or advance payment by bank transfer may be required.

Billing for ongoing services: For corporate customers or for ongoing services, rates and payment methods will be specifically agreed upon. Billing will be issued on a monthly basis with payment by bank transfer.

Affiliated companies can take advantage of end-of-month invoicing, with cumulative payment for all services provided.

4. Cancellations and Changes

Cancellation Policy: Any cancellation or change to requested services must be communicated at least 72 hours in advance. Otherwise, additional charges may apply.

Program Changes: In the event of last-minute changes, we will do our best to accommodate them, but costs may vary due to new logistical requirements.

5. Liability

Services Compliant with Regulations: All services are provided in compliance with local laws, with particular attention to the safety and well-being of our customers.

Limitations of Liability: Our liability is limited to direct damages caused by negligence or breach of our obligations and does not cover indirect or unforeseen damages.

6. Privacy and Confidentiality

We are committed to protecting our customers' privacy. The data collected is processed in accordance with applicable privacy regulations (EU Regulation 2016/679 - GDPR). Our staff is trained to ensure maximum confidentiality during the performance of services, both with regard to personal information and sensitive details related to the services themselves.

7. Changes to Terms and Conditions

We reserve the right to modify or update these Terms and Conditions at any time, without notice. Any changes will be posted on our website and will become effective immediately.

If you have any questions or concerns, our team is available to provide further clarification. We are here to ensure that every service is performed with the utmost care and professionalism. Thank you for choosing our company!

GRIMALDI LUXURY CARS

MINOPOLI CIRO

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