

TERMS AND CONDITIONS

1. CANCELLATIONS

Cancellations and changes are accepted by email only, with a written proof in any case. Other cancellation methods are not permitted. Booking is considered canceled/changed after the client receives cancellation/change confirmation by e-mail.

For general bookings, cancellations made between 48 and 24 hours before the scheduled service time, 50% of the invoice value can or will be charged. While cancellations made less than 24 hours before the scheduled service time, the full reservation amount will be charged. CK Vip Security Driver requires that all changes be received by email, **changes cannot be made with drivers**. Therefore, if a change cannot be accommodated & results in a cancellation you will be charged in full for the booking.

2. WAITING TIME, PARKING, TUNNELS, TOLLS, FERRY, HOTEL Etc ...

First 30 minutes complimentary waiting time on airport arrival, 15 minutes on railway stations only. If the client doesn't find the driver, please call us or the driver himself if cellphone number is provided. After the complimentary minutes, waiting time charges apply (**€7,95/ 15 minutes**).

To avoid being charged extra for a no-show, do not leave the meeting point without contacting us by phone or through mail. Delay or a no show can result in extra charges if we're not contacted on time by email or phone.

The initial confirmation of the price does not include:

- Overtime charges incurred during the performance of hourly trip(s).
- Extra stops not listed which exceeds the minimum rental period.
- Waiting time, Parking, Tunnels, Tolls, Ferry & Hotel costs etc.

3. DAMAGES TO THE VEHICLE

Additional charge will apply to any damage made to the vehicle during the performance of trip(s). Client is responsible for all damages to the vehicle committed by his/her passenger(s) during service, either willfully or accidentally.

4. MISCELLANEOUS

Client assures that no illegal drugs or alcoholic beverages will be consumed in our vehicle(s) at any time. Client agrees that the passenger capacity of vehicle provided shall not be exceeded. In case of misconduct (physical or verbal) by any passenger, the chauffeur has the right to terminate the agreement immediately, report to the dispatcher/company or to the police (physical abuse) and charges for the time consumed without any refunds.

5. RATES & BILLING

All rates are subject to audit after booking completion, to include additional waiting time, overtime, extra stops, extra hours etc. All reservations are subject to a guaranteed payment. A credit card number may be taken and/or charged at the time of the reservation. Gratuity to the driver is at your discretion.

6. PAYMENT METHODS

We accept all major credit cards (Visa, Mastercard and American Express), cash payments or wire transfer. Credit card transactions are submitted to a 3% CC fee. All prices are inclusive VAT except (Parking, Tunnel, Tolls, Ferry, Hotel costs, ...).

7. LOST OR DAMAGED ITEMS

We are not responsible for lost or damaged items. We reserve the right to charge a delivery fee for returning lost items if found.

8. PENDING INVOICE & PENALTY FEE

Please note that invoices are due and payable upon receipt. After 30 days, interest on the outstanding amount is at 20 %.

9. DURATION

All trips starts from and ends when the car returns back to our office.

Minimum booking is 3 hours.

10. AGREEMENT

Your use of **CK Vip Security Driver** indicates your acceptance of these Terms and conditions. The Belgium laws shall apply in case of disputes. Any and all disputes pursuant to these Terms & Conditions, or otherwise between the parties, shall be submitted to binding arbitration in the local region in charge, which in this case is in Antwerp.