

# CB Cab Services Malta

*Improve your car rental experience*

## TERMS & CONDITIONS

This document details the terms and conditions of sale and operations of passenger transport services. Cb Cab Services. The term 'Client' refers to any individual making a reservation. In cases where this is a group of 2 or more travellers, said individual will automatically be allocated the status of 'party leader' and will be deemed responsible for all persons travelling under the reservation. They will be the primary contact for all information and matters concerning the reservation.

\* By making a booking with CB Cab Services online or by telephone the client accepts these terms and conditions.

## BOOKING CONFIRMATION

\* Subject to availability, the reservation is deemed confirmed, when the client receives a confirmation email. This will be issued within 24 hours of a booking being made.

\* Should this confirmation not be received, the client must contact CB Cab Services to raise the matter as soon as possible.

\* The 'confirmation email' must be printed or downloaded to a smartphone and carried by the client on the day of travel. This document must be presented to your CB Cab Services driver on request.

The client is responsible for:

\* providing accurate contact information, including email and mobile telephone number.

\* providing the correct flight information. Any loss of service or extra charges incurred by the client as a result of any erroneous information being supplied will not be the responsibility of or compensated by CB Cab Services. In cases where a client reserving an arrival provides CB Cab Services with the take-off time NOT the arrival time of their flight CB Cab Services reserve the right to re-schedule an alternative pick-up (if available) and re-charge the client for this.

## PRIVATE TRANSFER

\* When a private transfer is booked, the client and party will travel in a private vehicle or vehicles and will not share with other clients.

\* Arrival at the airport: The client will be met by a CB Cab Services driver or airport representative and shown to their vehicle(s)

\* Departure from resort: The client will have their pick-up time re-confirmed the evening before their departure, it is the responsibility of the client to contact CB Cab Services to obtain their pick-up time confirmation.

\* Pick-up times are a minimum of three and a half hours before flight departure and may be set further in advance of flight time at the Company's discretion due to weather and road conditions and variations in the schedule.

\* When a client requests a specific pick-up time from resort to airport, CB Cab Services will accommodate when possible, but will not be liable for any costs incurred from external services such as flights being missed.

## FLIGHT DELAYS, FLIGHT CANCELLATIONS AND RESCHEDULED FLIGHTS

\* Where flights are delayed, clients may be rescheduled into the next available vehicle, but this may result

in a wait on arrival or the sharing of a vehicle with other passengers. Should the client not wish to wait for the next available vehicle then they are free to arrange alternative transport as they see fit but no compensation will be payable by CB Cab Services.

- \* If a driver has to wait more than 60 minutes for a client, then a waiting charge of €20 per hour will be charged to the client to cover additional costs incurred by CB Cab Services. If the client informs CB Cab Services of the changes to flight arrangements before the vehicle and driver depart to the airport then no waiting charges will apply.

- \* If no contact is made with GCB Cab Services within 60 minutes of \*actual\* landing time, the client will be classed as a 'no show' and the driver will be at liberty to leave the airport without them and the client obliged to re-book and pay for a new transfer.

- \* In cases where baggage has been lost, the client must contact the CB Cab Services as soon as possible on +35699499507. If baggage issues cause delays that severely affect the departure of the driver, the delayed passenger(s) may be rescheduled onto the next available seats at the company's discretion. The client may also be subject to waiting time of €20 per hour, charged after one hour of the flights actual land time

- \* If on arrival, a flight is delayed by over 4 hours we will class this as a cancelled booking and a new booking will have to be made by the passenger at full charge.

## SERVICE FAILURE

- \* CB Cab Services will endeavour, at all times, to ensure that all vehicles booked are present on time for client pick-up and that all journeys reach their destination on time.

- \* CB Cab Services will not accept any liability in the event of delay and resulting costs incurred by the client due to circumstances out of their control. These circumstance can include, but are not limited to, the following examples:

- \* Road traffic accidents causing delays

- \* Deaths or accidents causing injury on the roads

- \* Vehicle breakdowns Unforeseen problems caused by other passengers

- \* Any action of a third party that damages vehicles

- \* Severe weather conditions

- \* Actions of the police, customs officers or any other government officer that results in delay

- \* Force Majeure (eg: natural disaster, act of god etc)

## LUGGAGE ALLOWANCE

- \* All customers are allocated space to carry 2 items of luggage. Should the client present themselves for pick-up with more than this allocation without prior notification, then CB Cab Services reserves the right to charge an excess luggage fee to cover any additional costs or to refuse carriage of the extra luggage.

- \* The property of the client is carried at their own risk and no responsibility for any loss or damage can be accepted by CB Cab Services.

- \* All luggage is to be kept in the luggage booth during the journey and the driver will not permit any type of luggage on the seat.

## SUBCONTRACTING

- \* CB Cab Services reserve the right to sub-contract bookings to other licensed transport companies to carry out a client's journey. When travelling with a partner company of CB Cab Services please be aware that there may be variations in the operating terms and conditions.

## DURING YOUR JOURNEY

- \* Eating is not permitted in any vehicle operated by CB Cab Services.

- \* Smoking is not permitted in any vehicle operated by CB Cab Services.

- \* The consumption of alcohol is not permitted in any vehicle operated by CB Cab Services.

\* CB Cab Services reserve the right to refuse transport services to any passenger who appears to be under the influence of alcohol or drugs or who is behaving in an abusive or threatening manner towards CB Cab Services staff or other passengers. This right is delegated to all members of CB Cab Services staff including drivers and airport representatives.

\* Any passenger who soils a vehicle operated by CB Cab Services as a result of eating in the vehicle, alcohol, drug consumption, or travel sickness shall be responsible for an immediate charge of €50 to cover cleaning costs. This must be paid directly to the driver at the time of the incident.

\* Clients must not leave litter or rubbish of any kind in the vehicle.

\* Any damage caused to a vehicle, either internal or external, must be paid for, in full, by the client at the time of the incident.

## STANDARDS

\* CB Cab Services use vehicles in which all seats are fitted with seat belts. All passengers are required to wear seat belts in any vehicle(s) operated by CB Cab Services. It is the responsibility of parents or guardians of any passenger under the age of 16 to ensure that their seat belts are fastened properly and for the whole duration of any journey.

\* European law states that all children under the age of 12 or shorter than 1m 35cm in height are required to use child seats or booster seats. Compliant seats will not be provided. It is the responsibility of the client to supply child or booster seats.

\* Child Protection: Children under 16 years of age must be accompanied by an adult. They may travel with a pre-booked parent or elected guardian. The conduct and behaviour of any passenger under the age of 18 is the responsibility of accompanying adults where available.

## LEGAL

\* All information, including contact details, supplied to CB Cab Services by the client during the booking process will remain confidential and will not be shared with any companies or organisations - other than for the purpose of completing a transfer.

\* Any dispute between CB Cab Services and a client or third party that is not resolved by an agreement acceptable to both parties shall be referred to an intermediary. If this is not successful then the matter shall be dealt with through the Maltese legal system.

We're also on Facebook

CB Car Hire

Mobile: 00356 9949 9507

Landline: 00356 2148 5681