

TERMS AND CONDITIONS OF THE BUS RENTAL SERVICE FLORENCE | YEAR 2025

QUOTES AND BOOKING:

1. All quotes must be requested in writing to the relevant e-mail from the booking office. An operator will provide a quote including all possible expenses. Rates include fuel and motorway tolls in Italy, but do not include: VAT, any overnight stays and meals of the driver, presence of a second driver, foreign motorway tolls, costs for ferries and tunnels, parking, additional services, entrances to historic centres or ZTL (where required), supplements for holidays or night hours.
2. Our reservation center answers: **+39 366 900 1050** or **+39 366 900 1060**
3. VAT rate applied in accordance with the law.
4. For direct extra-urban transfers (non-stop), the rate is calculated with the cost per kilometre.

SUPPLEMENTS:

- Holiday service: 50% surcharge on the ordinary rate (Sundays and holidays as per calendar: Christmas, Ferragosto, New Year's Eve, etc.).
Night service: (from 22:00 to 06:00): surcharges of 20% of the ordinary rate.
- On specific request, drivers with knowledge of the English language are available.
- Any extension of the rental and/or request for additional services, not booked, must be agreed with the booking office and quantified separately, subject to availability.

ORGANIZATION OF THE SERVICE:

- The driver will meet passengers in the following ways:
 - a. At the airport: at the place agreed with the booking office
 - b. At the Railway Station: at the place agreed with the booking office;
 - c. At the Port: at the place agreed with the booking office;
 - d. In the city: in the place indicated with the booking office;
- BUS FIRENZE collaborates with other rental companies with driver/minibus/bus, with the same standards of quality and efficiency, and can use these for the performance of services, if it deems it appropriate.

HOURS OF DRIVING AND REST DRIVER: Please note that a single driver, within 24 hours, can drive a maximum of 9 hours and must rest at least 11 consecutive hours; therefore, the daily commitment of the bus cannot exceed 13 hours. They can be extended to 15 hours only with 3 consecutive hours of parking during the day and in any case the commitment with a single driver cannot exceed a maximum of 15 hours. After 4 hours and 30 minutes of continuous driving, the driver must make a stop of at least 45 minutes. For a higher commitment, the use of a second driver is required. The hours are calculated starting from our remittance or that of the employee.

TERMS AND CONDITIONS OF THE BUS RENTAL SERVICE FLORENCE | YEAR 2025

PAYMENT METHODS:

Deposit of 30% at the time of booking and the balance within 15 (fifteen) days before the service, by sending a copy of the payment by email (payment terms are doubled in high season):

1. by bank transfer;
2. Through SumUp with an online credit card (via the appropriate link);
3. Through PayPal (via the appropriate link);
4. By card/debit card:

The payment of the deposit and the balance of the requested services implies the complete acceptance of the general conditions.

INVOICING:

On request, the total amount of the service will be invoiced directly to the customer by BUS FIRENZE, upon communication at the time of booking, of the invoice header (full name, company name, billing address, tax code, VAT number and SDI code). Otherwise, a receipt will be issued that can no longer be modified.

USER BEHAVIOR DURING THE CAR RENTAL SERVICE WITH DRIVER:

All passengers are required to maintain a decent behavior and fasten their seat belts. For everyone's safety, please also note that it is strictly forbidden:

1. Bring bulky luggage on board the vehicle;
2. Standing along the aisle during the journey;
3. Eating and drinking alcohol on the vehicle;
4. Smoking on the vehicle;
5. Screaming, shouting and disturbing the driver driving the vehicle in general;
6. Throwing objects from both stationary and moving vehicles;
7. Soiling, soiling and/or damaging the vehicle;
8. Demand that the transport be rendered in violation of the safety and behavior rules provided for by the current highway code.

Should a situation occur during the journey that constitutes a violation of the aforementioned or that endangers the safety of passengers and the driver, the latter is entitled to interrupt the journey. If, at the end of the journey, any damage to the vehicle or its accessories caused by the group is verified, the travel contact person/customer will be required to compensate for all damages.

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LUGGAGE TRANSPORT:

- Each passenger can carry 1 (one) suitcase. Any excess baggage (e.g. skis, bicycles or oversized equipment) must be declared at the time of booking and will be subject to reconfirmation.
- It remains at the discretion of the drivers to load undeclared bulky items, excess suitcases or suitcases that do not comply with the conditions of safe transport (broken and dirty suitcases or ski equipment) onto the cars.

RIGHT TO CANCEL SERVICE BOOKING:

A. CANCELLATION OF CAR AND MINIVAN RESERVATIONS UP TO 8 SEATS:

The customer can cancel the reservation by writing to us or by sending us a communication by email or fax.

Cancellation of the booking of the car rental service with driver and/or complementary services is allowed only within 15 (fifteen) days from the date of the service.

The following penalties of the total service will be applied to all cancellations communicated after this deadline:

- Cancellations made from the 14th to the 7th day before the date of the service: 50% of the total service will be charged;
- Cancellations made from the 6th day (onwards) prior to the date of the service: full amount of the service will be charged.

B. CANCELLATION OF MINIBUS/BUS RESERVATIONS FROM 9 TO 50 SEATS

The customer can cancel the reservation by writing to us or by sending us a communication by email or fax.

Cancellation of the booking of the minibus/bus rental service with driver and/or additional services is only allowed within 30 days.

Otherwise, the following penalties of the total service will be applied:

- In case of cancellation between the 29th day and the 20th day before the date of the service: 50% charge of the entire service;
- In case of cancellation between the 19th day and the 15th day before the date of the service: 80% charge of the entire service;
- In case of cancellation after the times indicated above: 100% charge.

TERMS AND CONDITIONS OF THE BUS RENTAL SERVICE FLORENCE | YEAR 2025

In the event of a cancelled flight or a delay of more than 30 minutes, the customer is obliged to notify our reservation number in order to guarantee the presence of one of our employees on arrival.

If the customer does not show up for the appointment with the driver, the latter, after one hour from the landing of the flight or from the appointment, without having received any news from the customer, will leave the workstation and the service will be charged in full.

Any request for changes to reservations, already confirmed (e.g. change of time, change of number of participants, change of vehicle, route, duration, etc.), must be forwarded to the reservation center, in time, which will verify the possibility of making such a change and check availability with any supplement

For cancellations or modifications referred to in points A and B falling within high season periods (fairs, events, congresses, concerts, holidays, etc.) the terms of cancellation and modifications are considered doubled.

RESPONSIBILITIES:

- BUS FIRENZE undertakes in every reasonable way to have its vehicles, or vehicles driven by external collaborators, arrive on time for the departure and arrival appointments at their destination. However, it will not be responsible for delays due to force majeure (e.g. weather events, natural disasters, socio-political events, strikes and riots, pandemics and epidemics).
- Passengers' property, on the other hand, is transported entirely under the responsibility of the passengers themselves, who declare ownership at the time of boarding. They must therefore check the correspondence of their luggage at departure. Liability for loss or damage cannot be accepted.
- The company is not responsible for any damage, loss and/or theft of luggage and/or what it contains.

COMPLAINTS:

- The customer is obliged to report to us, in writing to the address info@busfirenze.it as soon as possible, any problems deriving from inefficiencies or shortcomings directly attributable to our work. We will take action to resolve any inconvenience and/or loss to the full satisfaction of the customer.
- These conditions of carriage and all the services connected to them, comply with the laws governing the sale of services in Italy and Europe, this guarantees the protection of the passenger and his baggage.