

TERMS & CONDITIONS

The placing of a reservation denotes an acceptance of the terms & conditions below:

SECTION 1 - TRANSFERS

SECTION 2 - TOURS

SECTION 3 - GENERAL (applies to both transfers & tours)

Vehicle Categories

- **Large vehicles:** coach / minibus (capacity **8 passengers or more**)
- **Small vehicles:** minivan / car (capacity **7 passengers or less**)

SECTION 1 - Transfers

Waiting Time

A. Airports

Large vehicles (coach / minibus)

- First 60 minutes: free of charge
- Thereafter: €120 per hour

Small vehicles (minivan / car)

- First 60 minutes: free of charge
- Thereafter: €110 per hour

English-speaking coordinator (meet & greet) if applicable:

- First 60 minutes free
- Thereafter: €80 per hour

B. All Other Locations

(Train stations, hotels, conferences, private addresses, etc.)

Large vehicles (coach / minibus)

- First 15 minutes: free of charge
- Thereafter: €120 per hour

Small vehicles (minivan / car)

- First 15 minutes: free of charge
- Thereafter: €110 per hour

English-speaking coordinator (meet & greet) if applicable:

- First 15 minutes free
- Thereafter: €80 per hour

Overtime Subject To Availability

- **Large vehicles (coach / minibus):** €120 per hour
- **Small vehicles (minivan / car):** €110 per hour

Paris Connection SARL
Tel: + 33 1 60 70 81 12
WhatsApp: +33 6 82 14 73 38
Email: reservations@parisconnection.fr
Website: www.parisconnection.fr



Delays

In the event of a delay, clients must notify Paris Connection as soon as possible. We will make every effort to assist; however, changes to pick up times are subject to availability and additional charges may apply.

Cancellation Fees

A. Large vehicles (coach / minibus)

Bookings of less than 5 days (consecutive or non-consecutive):

- 7 days or more before service: 100% refund
- Less than 7 days before service: 100% charge – no refund

Bookings of 5 days or more (consecutive or non-consecutive):

- 14 days or more before service: 100% refund
- Less than 14 days before service: 100% charge – no refund

B. Small vehicles (minivan / car)

Bookings of less than 5 days (consecutive or non-consecutive):

- 72 hours or more before service: 100% refund
- 48–72 hours before service: 50% refund
- Less than 48 hours before service: 100% charge – no refund

Bookings of 5 days or more (consecutive or non-consecutive):

- 7 days or more before service: 100% refund
- Less than 7 days before service: 100% charge – no refund

Luggage Policy – Transfers

Luggage allowance is 1 suitcase (up to 18kg) & 1 small hand luggage p/person. If the vehicle is close to maximum passenger capacity, clients must inform us of the amount of luggage at the time of booking so that we can check there if a luggage van is required & adjust the quote accordingly. Transportation of excess, oversized luggage, special items such as musical instruments, bicycles, skis, golf clubs... must be notified in advance. Extra charges may apply. Any luggage exceeding the allowance that has not been pre-declared is the client's responsibility.

SECTION 2 – Guided Tours & Excursions

Prices include all services mentioned in each tour description.

Tour Duration

Tour durations are given as an indication, drivers & tour guides will use every reasonable means to ensure that timings are respected, however, minor delays may occur, particularly during peak traffic hours.

Delays

In the event of a delay, the client must notify Paris Connection as soon as possible. Lateness may result in an extra charge and/or shortening of the tour duration.

Overtime Subject To Availability

- **Large vehicles (coach / minibus):** €120 per hour
- **Small vehicles (minivan / car):** €110 per hour
- **Tour guide:** 100€ p/hour

Cancellation Fees

Certain services are strictly **non-refundable and non-exchangeable**, including (but not limited to): Eiffel Tower, Versailles, Disneyland, Louvre... Specific policies apply depending on the service and group size.

All Other Services:

Large vehicles (coach / minibus)

- 14 days or more before service: **100% refund**
- Less than 14 days before service: **100% charge – no refund**

Small vehicles (minivan / car)

- 5 days or more before service: **100% refund**
- 3–4 days before service: **50% refund**
- Less than 72 hours before service: **100% charge – no refund**

Luggage Policy – Tours

Clients participating in tours (excluding layover tours) are not expected to travel with luggage. If you wish to bring luggage on board, this must be indicated at the time of booking.

SECTION 3 – General Conditions

Reservations & Booking Conditions

Advance reservations are essential; services are subject to availability. To avoid disappointment, clients are strongly advised to book early. Reservations are confirmed once payment has been received. Clients are responsible for providing & verifying the accuracy of all booking details, including but not limited to, the number of passengers, addresses, flight numbers, dates, pick up times, durations etc. Any amendments may result in a price adjustment.

Methods of Payment

Paris Connection accepts payment by:

- credit card (visa & mastercard)
- bank transfer
- cash payment (not available for all services)

Payment Conditions

Clients are responsible for ensuring the payment is made by the agreed due date. Services that have not been paid by the due date will be automatically cancelled unless prior arrangements have been made.

Parking Fees

Paris Connection SARL
Tel: + 33 1 60 70 81 12
WhatsApp: +33 6 82 14 73 38
Email: reservations@parisconnection.fr
Website: www.parisconnection.fr



Parking fees are included for all services except for tour circuits with an overnight stay outside of Paris.

Security & Compliance

Clients agree to comply with all applicable laws & regulations regarding transport. Under no circumstances may a vehicle carry more passengers than its authorised capacity. Paris Connection, suppliers & partners reserve the right to cancel or modify services with prior notice if the comfort or safety is deemed at risk. Paris Connection cannot be held responsible for service disruptions caused by industrial action or strikes, police requirements, exceptional weather conditions, electronic or communication failure (including email, internet), or bookings made with incorrect details such as dates, times, flight numbers, passenger information etc.

Interruption of Service

If the client decides to interrupt or terminate the service, no refund will be issued.

Split Journeys & In-Between Work

Split journeys & "in between" work – Paris Connection reserves the right, when necessary, to assign a different vehicle and/or driver for the outbound & return journey. Vehicles may be used to operate other services between transfers. If a coach & driver have been booked for a disposal, they will be reserved exclusively for your group for the duration & timings specified on the contract.

Vehicles

All vehicles are non-smoking. Consumption of food or drink on board is not permitted (except water). Paris Connection reserves the right to refuse services to any client behaving in a rude or offensive manner. Any damage or dirtying of a vehicle caused by a client will result in a charge to cover cleaning and/or repair costs. We reserve the right to provide a larger vehicle than ordered.

Luggage & Personal Belongings

Clients are fully responsible for their personal belongings, Paris Connection cannot be held liable for lost, stolen, or forgotten items.

Subcontractor & External Suppliers

Paris Connection reserves the right to use subcontractors & external suppliers.

Customer Service & Complaints

Complaints must be made in writing within 14 days of the service date.

Paris Connection

Paris Connection, 62 avenue Franklin Roosevelt, 77210 AVON, France
Siret 453 049 454 000 29, TVA Intra FR 884 530 494 54
Paris Connection SARL is a passenger transport & tour company registered in France:
- Ministry of Transport Licence number: 2004/11/0000804, National & International Passenger
- Tour Operator & Travel Agency Licence - Atout France IM077120010
- Civil Responsibility Insurance – Hiscox, Bordeaux
- Financial Guarantee (Garantie Financière Tourisme Articles R. 211-26 à R. 211-34 du Code du tourisme modifiés par le décret n° 2017-1781 du 29 décembre 2017) – Groupama, Paris