

GENERAL TERMS 2023

The conditions hereafter are applicable regardless of the general conditions of purchase of the client. Any modification proposed by the parties must be by written agreement.

Service :

- Pick up and drop off is guaranteed from your place of stay, at the specified booking times that appear on the voucher.
- Any damage caused to the vehicle will be charged. Smoking in the vehicles is strictly prohibited. Seat belts must be fastened at all times.
- As our drivers' responsibility is engaged during the vehicle-renting period, they are required to apply and enforce all current laws. The client shall make no requests, nor shall any request be honored by the driver to exceed the authorized speed limit or to commit breaches of any Highway Code rule.

Booking and Payment :

- Our rates are NET and include all taxes, fuel, and unlimited transportation insurance for passengers.
- Methods of payment accepted: cash, Euros checks, credit card (Visa, American Express, Master Card...) and Bank transfer.
- These rates do not include any entrance fee in museum or other activities, parking nor toll fee. Except if it is noted in your proposal
- 20 % supplement is applied for any service from 8 pm to 8 am.
- Claims for shortages of services or for mistakes or errors in billing must be presented within eight (8) days from the date of service. Any claim not so presented shall be conclusively deemed waived.
- Any started extra hour will be integrally charged. In case of litigation, the court dealing with trade disputes of Salon de Provence is the only one to be competent in the matter.
- In order to confirm requested service, you must return to us the quotation by email, fax or post-mail, with a date, a signature, a stamp and mentioning your agreement "Agreed and Accepted", with a view to respecting both parties. A solid reservation will be registered only after receiving a valid credit card number (+expiration date) or a deposit (30 to 100% of the total amount).

Cancellation charges (Unless special events or specified otherwise via email):

- Airport and train station transfers (includes Meet and Greet services)
Cancellations received within 72 hours of the service will be subject to a 100% cancellation fee.
- Long-distance transfers (over one hour drive)
Cancellations received within 7 days of the service will be subject to a 100% cancellation fee.
- Experiences and tours
The deposit of 30% cancellation fee is not refundable.
Cancellations received within 45 days of the service will be subject to a 100% cancellation fee.

All tickets are not refundable.

For any specific cancellation policy (hotel bookings, train tickets, etc..) please refer to the details appearing on the itinerary of your proposal.

Responsibility and Insurance:

- All rates are guaranteed under stable economic conditions. Insud / Deluxe France will not be hold responsible regarding any delays due to traffic, changes, strikes, festivals, sites exceptionally closed, weather conditions or belongings forgotten or stolen in the vehicle.
- Insud / Deluxe France will not be held responsible for any accident while getting in and out of the vehicle.
- Baggage is limited to 30 kg per passenger and remains the passenger's responsibility.
- A transport record is issued to passengers at the end of the transport service.
- The vehicle and the driver will always have necessary documents aboard to make sure the service goes smoothly.
- The responsibility of Insud/Deluxe France is limited to our insurance contract clauses. The principal will be free to take out extra insurance at his own charge for cancellation or repatriation costs, embarked luggage cover, etc. (Non-exhaustive list).
- Insud / Deluxe France cannot be held responsible for the loss of personal effects and luggage left in their vehicles.
- Likewise, Insud / Deluxe France cannot be held responsible for bad traffic conditions caused by: traffic accidents, strikes, or in the event of force majeure.