

Terms & Conditions

Please remember, our terms and conditions are created for the Safety of our passengers, employees, others and equipment. By making your reservation with HMTS, you agree to be bound by the following terms and conditions:

Billing:

To process your reservation, we require your credit card information. Please note that no reservations will be processed without valid credit card information. All credit cards will be ID verified. For bookings of new clients we need a 100% payment in advanced. All payments are going by our Payment Service Provider account where you can pay with all major credit cards; Visa, Mastercard, Maestro, American Express and Paypass. The booked service needs to be paid at least 24hrs before the service. If you have contact by phone ask your Hospitalitarian how to make your payment in time. Corporate accounts will be charged an additional 5% if payment was made by corporate credit card.

Payment:

HMTS will make pre-authorization on your credit card as a guarantee using the Payment Service Provider. Payment may be made prior to or after completion of service: credit card, Paypass or bank transfer for corporate clients. We issue VAT invoice.

Reservation & cancellation:

All Reservations are free of charge. Upon receipt of your reservation request, subject to availability, we will email you your confirmation in writing. Reservations are not valid, unless you have a written confirmation from HMTS. Only our office staff has the right to make and confirm reservations. Our driver, tour guides and other employees do not make reservations and confirmations will be void. We recommend that you make your reservation at least 48 hours prior to the actual pick-up time. However, last minute reservations are possible depending on availability. To avoid misunderstanding, please check your confirmation carefully. If you find any mistakes in the confirmation letter, please contact us immediately. Our drivers will be routed by the information on the confirmation letter, such as pick-up address and pick-up times. If you cancel your reservation within 12 hours before the service or in case of no-show customer at an agreed location, the booking will be charged 100% of the unused amount of the contract, but not less than the price of one transfer. In the case of rent for weddings, booking fee is not refundable. If you want to cancel your reservation or limousines, please contact us at: office@hmts.biz.

Overtime:

Please ask your driver, if it's possible to go over the reserved time. Approval of the overtime is not guaranteed, it depends on vehicle availability and safety terms for the chauffeur. A 15 minute grace is allowed following the reserved time. Hourly charges, including all applicable fees will be charged.

No Shows:

If you do not see your driver at a certain pick up point do not leave the spot before calling our dispatch room. If you leave without calling you will be billed for the full price of the ride. If we do not hear from you, the driver will wait up to 15 minutes at regular pickups and up to 45 minutes at inside airport pickups after the scheduled pickup time. Then he will call the dispatch room, we will then try to reach you by calling you at your cell phone, your home phone, or your contact person's phone all depending on the nature of the pickup, we will even call your name on the airport intercom paging system incase of an airport pick up. If we do not get a response we will then release the car and you will be billed for a **No Show** which will be the **Full Price** of the ride. Therefore A "**No Show**" fee is equal to the trip cost plus applicable wait time fee will be charged when the passenger fails to arrive at the designated location. Our dispatch: **+31 (0)6 46 406 605**

If you cannot locate your Driver, Please call to avoid a "No Show" fee.

Other Charges:

Other charges will apply for damaged vehicle such as: broken glassware, electronic equipment, carpets, bars, lights, seats, etc. There will be non negotiable charge of €500,00 for vomiting inside the vehicle.

Personal Belongings:

We are not responsible for articles lost, stolen, damaged or left in our vehicles. You expressly waive any and all notice from HMTS regarding any lost, stolen, damaged of belongings left in our vehicles or the disposal of same. Please check for your belongings before leaving the vehicle.

Damages:

The client assumes full financial liability for any damage to our vehicle, caused during the duration of the rental by them or any member of their party. A damage fee of €250 will be charged if the client or any member of their party causes any damage to the vehicle, interior or exterior, electronic equipment's, etc. In addition to the €250 damage fee, the client will be charged the actual cost of repair or replacement of any damaged parts and materials and will be responsible for vehicles down time at the rate of €500 per day during the repair. The repair or replacement of any damaged items shall be at the sole discretion of HMTS.

Suitable Behavior:

Please refrain from excessive drinking, be respectful to the chauffeur, refrain from the use of foul language, and unacceptable behavior. It will lead to termination of the transportation. Quoted price and other occurring charges such as any damages to the property of HMTS, and its employees as well being, applicable attorney fee, court expenses etc. will apply.

No Liability:

We are not liable for circumstances beyond our control including weather, road conditions, mechanical breakdown etc.

We reserve the right to refuse service to anyone without explanation.

HMTS reserves the right, at its sole discretion, to charge, modify, and or remove any portion of this Agreement in whole or in part, at any time, without prior notice. Changes to these Terms and Conditions will be effective when notice of such change is posted. Terms and Conditions shall be deemed complete and effective upon posting on www.hmts.biz.

Thank you for your cooperation,

The HMTS team