

TERMS AND CONDITIONS OF SALE (TCS) MAB21 – Private Chauffeur Service

Last updated: December 3, 2024

1. Company Information

Business Name: MAB21

Address: 8 Avenue du Clair Soleil, Vallauris, France

Contact: contact.mab21@gmail.com | Phone: +33 6 77 67 58 23

Services Offered:

- Passenger transportation
- Vehicle rental with driver

Coverage Area:

- Primarily Région Sud - Provence-Alpes-Côte d'Azur (PACA)
- Other destinations available upon request, such as Italy, Spain, or other French regions

Availability: On-demand

2. Booking

Bookings can be made via:

- The contact form on our website
- WhatsApp
- Phone call or SMS

Procedure:

1. Provide the date, time, departure, and destination addresses.
2. Confirm your booking.
3. Once the information is verified, proceed with payment via our secure platform (SumUp).
4. You will receive an invoice and the driver's contact details the day before the trip.
5. The driver will greet you at the meeting point with a sign displaying your name.

Last-minute bookings:

- Defined as any request made **less than 24 hours before departure**.
- **Subject to immediate availability of drivers and vehicles.**
- Full payment must be made at the time of booking.
- Accurate information (schedule, addresses, passengers, etc.) must be provided.

Information required for booking:

- Passenger's full name
- Departure and arrival addresses
- Schedule
- Number of passengers
- Number of luggage items and hand luggage
- Request for child car seats, if applicable

3. Pricing and Payment

Pricing:

- Fixed rates for certain routes
- Rates calculated based on distance, duration, or a flat fee

Additional fees:

- Specific additional services (to be agreed upon)

Waiting fees:

- **60 minutes + 15 minutes free** for bookings made directly with MAB21 (via the contact form, WhatsApp, or call).
- **Beyond 75 minutes**, an additional €50 will be charged for each 30-minute increment, **depending on the vehicle class chosen**. Contact MAB21 for more details about pricing.

Payment methods:

- Online payment via the secure **SumUp** platform (credit card or bank transfer) or in cash.
- A 30% deposit payable online via the secure **SumUp** platform, with the remaining 70% due 24 hours before the service starts **IF agreed by both parties**.
- For cash payments, contact us via WhatsApp or phone at +33 6 77 67 58 23.

4. Cancellation and Refund

By the client:

- **Free cancellation if made at least 24 hours before the scheduled date and time of the service.**
- **No refunds** for cancellations made less than 24 hours before the scheduled date and time of the service.

By MAB21:

MAB21 reserves the right to cancel or modify a booking in case of:

- Adverse weather conditions
- Technical issues with the vehicle
- Illness or unavailability of the driver

In such cases, the client will be fully refunded, or a new date will be offered.

5. Modifications to the Booking

By the client:

- Any modification request (schedule, destination, number of passengers, etc.) must be made **at least 48 hours before the trip**.
- Modifications are subject to the availability of drivers and vehicles.
- If the modification involves a longer trip or additional costs (e.g., more passengers requiring a larger vehicle), a revised quote will be provided to the client.

By MAB21:

- In case of unforeseen circumstances (weather conditions, technical issues, etc.), MAB21 reserves the right to propose a modification (change of schedule or vehicle, for example).

- Any changes by MAB21 will be communicated to the client as soon as possible.

6. Client Obligations

The client agrees to:

- Respect the agreed schedule.
- Provide accurate information (number of passengers, luggage, children, etc.).
- Notify in advance if child car seats are needed.
- Adhere to the following rules:
 - **No smoking or vaping** on board.
 - **No alcohol consumption** in the vehicle.
 - **No damage to the vehicle** (interior or exterior). In case of non-compliance, repair or cleaning costs will be charged.
 - Ensure the selected vehicle is suitable for the amount of luggage. **If excess luggage requires an additional vehicle, extra fees will apply.**

7. MAB21 and Driver Obligations

MAB21 commits to:

- Providing a vehicle in perfect working condition and compliant with safety standards.
- Ensuring punctuality and passenger safety.
- Supplying child car seats if requested in advance and subject to availability.
- Greeting passengers in a professional and courteous manner.

8. Responsibilities

MAB21's Responsibility:

MAB21 is not liable for delays caused by:

- Unforeseen traffic congestion
- Adverse weather conditions
- Exceptional circumstances (strikes, road incidents, etc.)

Client's Responsibility:

The client is responsible for:

- Any damage to the vehicle (interior or exterior) caused during the trip.
- Providing accurate information. Any failure to do so (e.g., extended trip, excess luggage) may result in additional fees.

9. Governing Law and Dispute Resolution

These TCS are governed by **French law**.

In the event of a dispute, **mediation must be attempted** before any legal action is taken.

10. Acceptance of TCS

Booking a trip implies full acceptance of these **Terms and Conditions of Sale** by the client.