



TERMINOS Y CONDICIONES SHUTTLE

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FLIGHT MONITORING

In shuttle service flights are not monitored, the scheduled landing time is taken as reference.

If the flight is cancelled, such cancellation must be notified in writing at least 4 hours before the scheduled landing time so that the service can be cancelled free of charge or rearranged for a new date at Giovanni Bus Travel's availability.

MODIFICATION: Maximum period of 24 hours before the service.

CANCELLATION: All bookings cancelled within 24 hours prior to the service or No Shows, will have 100% Cancellation Fees.

NO SHOW // PÉRDIDA DE SERVICIO

In no case may a customer leave the pick-up place by his own means without having contacted Giovanni Bus Travel by telephone or with the representatives at the Airport. In this case, any complaint or claim filed by the customer will be considered as not being valid.

Giovanni Bus Travel will not locate the customers in case they are not at the pick-up place indicated at the established time, neither in arrival nor departure transfers. In case a customer is a no show, the GPS record (location on Google Maps or GPS integrated in the vehicle) will be provided as proof.

ARRIVALS

In the case of transfers to or from airports the client will have 60 minutes from the scheduled landing time of the flight, that is, from the time indicated in the reservation by the client as their arrival time, to contact our representatives at the airport, once exceeded the 60 minutes, the client will be considered to have lost their service and may be reported as NO SHOW.

In the event that any traveler or client has difficulties in locating the receptionist or driver, he/she must contact Giovanni Bus Travel directly to help him/her find the receptionist or driver. Failure by the passenger to comply with this precept will result in the non-acceptance of any subsequent claim or any indemnity or compensation, even if the passenger chooses to take other ways to travel assuming on his part the non-appearance of the receptionist or driver.

In case of a diverted flight, Giovanni Bus Travel will not be able to monitor the arrival of the customer at the airport since it is the airline who must provide an alternative service so that customers arrive at the airport of destination. In this case, Giovanni Bus Travel offers to



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relocate the customer to the next available SHUTTLE service to their destination. This relocation may have a wait of more than 2 hours.

DEPARTURES

In the departure transfer, it is the client's obligation to verify the pick-up details, available 48 hours in advance online www.giovannibustravel.com or at the reception of their hotel.

Every customer must be at least 15 minutes before the pick-up time and must not leave the pick-up place without first contacting Giovanni Bus Travel or your agency.

In the event that a customer is considered a no show, Giovanni Bus Travel will send the information in writing within one working day after the date of the service with the details of the incident so that the Agency can provide the information to the customer in case of a complaint or claim.

The pick-up times sent are subject to change. In the event of a change, Giovanni Bus Travel will communicate to the agency by email or telephone the new pick-up information and will confirm the forwarding of this information by email to the reception of the hotel where the client is staying. It will be up to the agency to contact the customer to make sure that the updated information has been delivered.

REALLOCATION

ARRIVALS

Once the customer has been considered no show, i.e. after 60 minutes from the time indicated in the reservation as scheduled landing time of the flight, Giovanni Bus Travel can offer the relocation of the same in the next available shuttle service to your destination that has seats available. The waiting time in case of relocation may be more than 2 hours, and no complaint or claim will be accepted.

In case of flight delay, the customer will have the option to be rebooked on the next available shuttle, at no additional cost.

DEPARTURES

On the departure transfer, there will be no relocation possible as the routes and transit times are calculated according to Giovanni Bus Travel's customer forecast.



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The customer will not be able to leave the pick-up point without previously contacting Giovanni Bus Travel by phone in case of delay in the service. In the event that 15 minutes after the pick-up time indicated to the customer, the customer must call Giovanni Bus Travel. If the first call is not answered, the customer must call again, and only if he/she is not answered again, the cost of the alternative transport can be compensated.

Waiting time on an outbound service can be up to 40 minutes due to road conditions, traffic and delays due to previous pick-ups.

WAITING TIME

The waiting time from the time the customer contacts our representatives at the airport can be up to 60 minutes.

Waiting time in case of relocation can be more than 2 hours, depending on availability.

In the departure transfer, waiting time at the pick-up point can be up to 40 minutes due to the road situation, traffic, and delay of customers from previous stops of the service.

The customer will not be allowed to leave the pick-up point without prior contact with Giovanni Bus Travel by phone or with its representatives at the Airport.

PICK UP POINTS

The shuttle service, being a shared service, does not allow to stop in front of the door of each hotel so Giovanni Bus Travel has established a series of stops and meeting points for different hotels, always prioritizing customer safety.

The client will always have the same stop on arrival and departure, to facilitate the location.

In shared service we do not offer service to private addresses, if this is the case, you should contact the agency to be assigned the nearest pre-established pick-up point.

The pick-up time is calculated so that the traveler can arrive at the airport with sufficient time to complete the formalities and catch the flight in the usual road conditions at that time and a margin for possible unforeseen events. The actual arrival times at the airports will be periodically reviewed with respect to those originally planned in order to adjust these times if necessary.



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The pick-up time for a specific point and for a specific accommodation may vary on each trip, as it is conditioned by the flight schedules of the rest of the shuttle passengers in the same vehicle.

EXTRAS

The customer may make use of the following extras upon payment to your agency and request at the time of booking:

- Standard luggage: 10 euros upon request.
- Sport luggage: 15 euros upon request.

In the shuttle service, it is not possible to provide any type of child restraint system, nor can it be used in case the client brings it, since its use contradicts the current legislation in Spain.

In Shuttle service it is not possible to hire extras such as additional stops, key collection, water, driver with language skills on request, etc. People with motor disabilities that prevent them from taking the shuttle must book a private adapted transfer, as Giovanni Bus Travel does not offer assistance service.

BAGGAGE ALLOWANCE

The quantity allowed per person is one suitcase of standard size (55x40x25 cm) and maximum weight of 20kg, and one small piece of hand luggage (small backpack, handbag, not a small carry-on bag). Please note that your hand luggage will be transported in the vehicle with you, so it must be of a small size and appropriate for it.

It is the customer's responsibility to ensure that they do not bring more luggage than the maximum capacity of the vehicle booked.

It is the customer's responsibility to reserve a vehicle according to their needs.

Giovanni Bus Travel reserves the right of admission in their vehicles and services as it must prevail compliance with current regulations.

DAYS OF SHARED SERVICE AVAILABILITY

The shuttle service is temporary; thus, it will be offered only during the summer season, from April 1st to October 31st.



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Giovanni Bus Travel will continue to offer the possibility of any transfer on any route, but it will be only as a private service.

FORCE MAJEURE

- An unforeseeable and unavoidable circumstance that alters the conditions of an obligation. Typical cases of force majeure are extraordinary natural events such as catastrophic flooding, earthquakes, lightning strikes, etc.
- Force majeure excludes liability, both contractual and non-contractual, in relations between private parties and when it comes to claiming liability from public administrations. "Force majeure, as we have so often stated, requires not only that it be due to an event that is unforeseeable and unavoidable, such as an act of God, but also that it originate from an irresistible force outside the agent's sphere of action [...]. It must therefore be examined whether or not we are faced with an extraordinary, inevitable or unforeseeable situation, or whether, on the contrary, we are in the presence of a situation foreseeable sufficiently in advance that would have allowed the Administration to adopt measures to avoid the damage caused or to determine a breach of the police measures that corresponded to it in terms of the conservation of the riverbed" (STS, 3rd , 31-X-2006, rec. no. 3952/2002).

In the event of a Force Majeure situation, Giovanni Bus Travel will notify as soon as possible, will try to provide the service to customers, although it cannot guarantee the fulfillment of all transfers and priority will be given to outbound transfers.

GIOVANNI BUS TRAVEL IS NOT RESPONSIBLE FOR THE PERSONAL BELONGINGS AND LUGGAGE OF CUSTOMERS USING ITS SHUTTLE SERVICE. IT IS THE CUSTOMER'S RESPONSIBILITY TO KEEP PERSONAL BELONGINGS AND LUGGAGE WITH HIM/HER.



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RECONFIRMATION AND ASSISTANCE DATA

Supplier: Giovanni Bus Travel

Website: www.giovannibustravel.com

24/7 Emergency phone: (0034) 902 676 975/ (0034) 977 32 85 47

Office hours: 01/04 – 31/10

Monday to Friday (working days): 09:00 – 13:00 / 16:00 a 20:00.

Sundays and bank holidays: Closed.

Office hours: 01/11 – 31/03

Monday to Friday (working days): 09:00 – 14:00 / 15:00 a 18:00.

Saturdays, Sundays, and bank holidays: Closed.