

7777TAXI

TERMS OF TRANSPORT SERVICE PROVISION

About the Company

Company 7777taxi is one of the leaders in passenger transportation market in Cyprus. Our vehicle park consists only of new cars for any number of passengers from standard sedans to state-of-art buses. We are glad to offer executive class cars to VIP service lovers.

In our company 7777taxi, you can order any transportation services directly, without agencies.

By ordering and confirming the order, you are confirming that you have read and accepted these terms of transportation service provision in company 7777taxi.

Service Reservation

You make a reservation for transportation services by filling in an online form on our webpage. You need to provide requested details and information, and confirm them. Please, check carefully all names, dates and destinations. Provide the exact address, including the street name and P.O. BOX number.

If you have found any mistakes, you are requested to call us to inform about that immediately.

As soon as we receive your reservation and payment (if it was made), our operator will confirm it by e-mail within 8 hours.

Please take with you the confirmation of your travel sent to you by e-mail.

You have to check all details of your reservation. Let us know if you have found any errors, as it will be impossible to make changes later. We do not bear responsibility for errors in reservation unless we were the ones responsible for them. You have to inform us about errors not later than 12 hours before the order time.

Information about your reservation that you have provided to us at your request, if necessary, can be disclosed to third parties for the purpose of the provision of transportation service. Information can be disclosed to government authorities, such as customs and immigration services, if this is necessary or required by the law.

Payment

Upon sending a reservation, you can select a method of payment convenient for you.

Upon providing the details of a payment card, you guarantee that you are entitled to use this card and that we can use the provided card for payment for ordered services.

Changing Your Order

Any changes in the reservation must be sent to us by e-mail and come into force only after the confirmation from our dispatcher service. You can make changes in your order not later than 12 hours until the order time.

If your message contains any changes in vehicle category, travel origin or destination, or additional legs or stops during the main route, in this case the price of service might be a subject to change, about which our dispatcher service will inform you.

The return of money, in case if the order was paid in advance and it is necessary because of changes introduced into the order, will be carried out within 5 working days in any method of payment of our choice.

Any changes made less than 6 hours before the order time, will include the additional fee in the amount of 20%.

Cancellation

97 Artemidos Avenue, CYBARCO D, office 5, 6027 Larnaca, Cyprus,
mob.: (+357) 96377733 (24 hours)
tel: (+357) 77778294 – for calls from Cyprus (24 hours)
tel: (+357) 24257474 – for calls from abroad (24 hours)
fax: (+357) 24257401,
e-mail: order@7777taxi.com
website: www.7777taxi.com

Order cancellation request must be sent to us by e-mail and will come into force only after its confirmation by our dispatcher service.

If the order was paid in advance and cancelled, the return of money is carried out within 5 working days in any method of payment of our choice.

If the order was paid in advance and cancelled less than 12 hours before its date, 10% of the order price will be withheld.

If the order was paid in advance and cancelled less than 8 hours before its date, 50% of the order price will be withheld.

If the order was paid in advance and cancelled less than 6 hours before its date, 100% of the order price will be withheld.

Insurance

Life and health of all our passengers are insured for the period of their travel in our company vehicles. Upon reservation, you should choose a vehicle with an appropriate number of seats, including newborn children.

Communication and Contacts

The exchange of any information between you and our company takes place by e-mail. Before the start of your travel, we suggest you read all the correspondence to check the order correctness and introduction of all changes into it, if such were made. We can also send you by e-mail any other information that may prove useful.

It is your responsibility to provide a correct e-mail address, cellphone number and notify us about all changes in your contact information. It is very important that you provide us a number that we can call to contact you during your trip, in case of necessity, about your reservation.

Our address:

97 Artemidos Avenue, CYBARCO D, office 5, 6027 Larnaca, Cyprus,

mob.: (+357) 96377733 (24 hours)

tel: (+357) 77778294 – for calls from Cyprus (24 hours)

tel: (+357) 24257474 – for calls from abroad (24 hours)

fax: (+357) 24257401,

e-mail: order@7777taxi.com

website: www.7777taxi.com

Transportation Services

Waiting for a customer upon seating and during the ride:

- Upon pickup in Larnaca, Paphos and Erchan airport the standard price includes one hour of waiting from the moment of aircraft landing. Waiting for more than 1 hour is subject to an additional fee – 25 euro (Premium class – 50 euro).

- Upon serving a car to any other address, the waiting time is 15 minutes. Waiting for more than 15 minutes is subject to an additional fee – 25 euro (Premium class – 50 euro).

- Waiting, in case of a stop during a travel upon customer's request, is subject to an additional fee – 25 euro per hour (Premium class – 50 euro).

If you have not shown up on the pickup site by the arranged time (taking into the account the waiting time), 100% from the order price will be withheld.

If the itinerary or destination point is changed during a travel upon a customer's request, the service price might be a subject to change, about which and you will be notified by our dispatcher.

Our twenty-four-hour dispatcher service is following the aircraft arrival times. If you have learned in advance that your flight will be delayed for more than 3 hours or cancelled, please, notify us immediately by e-mail or phone, so that your reservation would still be active.

97 Artemidos Avenue, CYBARCO D, office 5, 6027 Larnaca, Cyprus,

mob.: (+357) 96377733 (24 hours)

tel: (+357) 77778294 – for calls from Cyprus (24 hours)

tel: (+357) 24257474 – for calls from abroad (24 hours)

fax: (+357) 24257401,

e-mail: order@7777taxi.com

website: www.7777taxi.com

If for any reason you have failed to meet your driver in the airport arrivals section, contact our dispatcher service for coordination of a meeting place.

A driver can choose any road that allows him to deliver a customer to his destination as fast as possible. Our drivers will make anything possible to drive you or pick you up as close to your location as possible.

While booking, you must inform us about passengers who are under 11 years of age. You must use children's seats for children. In case when the child seats have not been ordered, we do not take any responsibility for the services provided.

Vehicle categories, by seat number, are not guaranteed (except for VIP), and we are entitled to provide any vehicle that can seat the number of passengers indicated in your order (without losses in vehicle class).

If real number of passengers or luggage does not correspond to the indicated in the reservation (exceeds it), and it entails the provision of a vehicle of another passenger capacity category, you will need to pay the exchange or additional vehicle. The price of exchange or an additional vehicle in this case must be paid in full, without discounts (if such were provided).

Dispatcher service numbers for help in case of emergency are available 24 hours.

Luggage

Each passenger can have no more than one 23 kg bag (maximal dimensions 158 cm) and hand luggage 5 kg (maximal dimensions 45 cm x 35 cm x 20 cm).

Upon selecting a car type, you should take into account not only the number of seats, but also your luggage. Information about luggage capacity for each vehicle type is provided near its picture.

Any weight exceeding by a kilo should be reported in a reservation. You bear additional expenses upon exceeding the indicated norms. We reserve the right to deny you a service upon exceeding the luggage weight that has not been reported in a reservation.

Your luggage should not contain prohibited items. We do not recommend transporting fragile and valuable items.

The luggage forgotten in a car or personal items will be delivered ~~at~~ to your address and you will have to pay for this service. You can also collect the items forgotten in a car yourself in our office, free of charge, 9:00 to 19:00.

You should indicate if you are transporting pets. Pets can only be transported in a special container on your own responsibility.

Your Responsibility

You bear full responsibility for documents necessary for crossing the border. Our confirmation of your reservation does not mean that you will receive a visa.

You must reimburse us for all penalty charges and any other additional expenses incurred by our company through your fault.

Access Rights

A driver or our representative reserves the right to deny a transportation to any person in the following cases:

- the passenger being in a state of alcohol or drug intoxication and or whose behaviour might be considered a threat to a driver or passengers;
- presence of such luggage or hand luggage that could damage vehicle interior and or incur any other damage, or leave unpleasant smells;
- presence of animals without safety-ensuring means (special container, muzzle, etc.)

In the indicated cases, the reimbursement of funds is not due. We also do not bear the responsibility to provide the assistance in taking the alternative measures for you or any other member of your group.

It is prohibited to use alcohol or drugs in any vehicle; smoking is also prohibited inside the means of transportation.

Complaints

If you have encountered problems during your travel, you should inform our dispatcher service immediately upon your arrival to the destination. If you cannot follow this procedure, we will have fewer possibilities to investigate and correct your complaints. The compensated amount, to which you are entitled, can be decreased or not paid at all, depending on the specific circumstances. You can also ask for our assistance while you are at your destination or write us when you are back home, using our contact information listed in section **Communication and Contacts**.

Language

Our website is available in several languages. Our customer support service and e-mail support service are available in English and Russian.

Confidentiality Policy

When you obtain an access to our website, you are doing it anonymously and are not registered in any online service.

A user continues to stay anonymous while he is searching for offers or reading general information, contained on our website, and are not registered in any online service.

For the purpose of provision of a specific online product or service, we can ask you to provide personal information voluntarily, including your address, e-mail address and credit card number, details for correspondence, site registration for making purchases or participation in on-line poll. This will allow us to effectively provide you with product or service, including following and providing product and service offers that could interest you.