

Terms and conditions and privacy policy

Please read these terms and conditions carefully before making your booking with us for your own information and protection

When you make a booking on our website you guarantee that you have the authority to accept the terms of these booking conditions. A contract will exist as soon as the booking is confirmed by receiving the transportation voucher. This contract is made on the terms of booking conditions, which are governed by Romanian law.

The travel contract is established between the Client and Transilvania Driver SRL.

We promise that all services you book from our website will be performed with reasonable skill and care and in accordance with our agreement. We will do our best to ensure that all materials and information published on our web site are accurate. When you provide us with information for your travel, you agree that the information will be accurate. We agree to use this information in a manner consistent with our privacy policy.

Transilvania Driver SRL needs your personal data when you purchase a transfer; we collect the name of the main passenger, e-mail address, phone number, flight details, pick-up and destination point. This information is used to perform the service requested and not for future marketing campaigns. We have taken every possible measure to ensure the confidentiality of your personal information.

All prices are quoted per vehicle;

Your transfer driver will be waiting in the arrival hall of the airport you choose and will be holding a signboard with your name on it. If you do not see this name sign please phone the driver phone provided or use the emergency number: +40745016180. The driver will wait at Arrivals or on the address up to 40 minutes from flight landing time and if the passenger fails to meet the driver within this time limit or failed to make contact via phone, email or SMS to inform their status at the airport the driver will contact the client by phone number provided to clear his position and status. If you fail to depart and embark please let us know via all means; avoiding unnecessary costs keeps our prices low we rely on your honesty.

We always wait for our customers because we monitor flights, so we know if there are any delays or problems and will meet you when the flight arrives; driver will take the route to a destination by considering the following facts: time, road closures, the traffic. It is the passenger's responsibility to ensure that they book the correct size of vehicle; if the passenger has booked a smaller vehicle capacity to carry the number of passengers and luggage, the driver reserves the right to refuse to carry the passengers. Baby or child can be booked for 5 Euro each.

Payments can be made by the following methods:

- Using our payment platform or bank transfer
- Cash to the driver at the time of transfer (in Euro or Ron)

Prices on the following dates, 25th - 26th December, 31st December, 1st January will be charged at 20% higher than normal prices quoted on our web pages. If the time of transfer is between 11 pm and 7 am, you have to pay in advance 10% night time surcharge if required by us.

You can book or request for a personalized offer using our reservation form, by email and also by phone. Transilvania Driver will confirm your booking via email and provide a transport voucher with useful information that is for the driver at time of pick up.

Cancellation policy and fees:

- If you cancel your booking 48 hours before arrival you will be fully reimbursed via bank transfer minus the transfer fees
- If you cancel your prepaid reservation from 48 hours up to three hours of your arrival time you will be reimbursed 50% of the total amount of the reservation
- In case of no show event and failing to contact us you will not be reimbursed