



# Terms and Conditions

## Provision of Tours & Transfers

The contract is the terms below agreed by the acceptance of the tour itinerary or transfer & conditions set out below in this document.

### Booking & Contract

A booking is an agreement between a customer/traveller & Shannon Airport Transfers, (abbreviated here to **SAT**), to carry out an agreed tour itinerary or transfers

Tours are identified using an itinerary name. Transfer is identified using a confirmation reference number.

The contract is the terms below agreed by the acceptance by the customer of the tour itinerary or transfer which automatically includes conditions set out below in this document.

### Payment details:

- All Payments must be made prior to travel. If full payment has not been made 3 months prior to travel in the case of tour itineraries, it will be considered a cancellation by the customer.
- Dates: Dates mentioned on the agreed itinerary or transfer confirmation are the dates of service. Any change to those dates by the customer without informing SAT will be considered a cancellation by the customer.
- Deposit: Deposits may be charged on agreement with SAT. Full payment immediately may be required depending on service.
- Full payment must be made within 3 months of a tour itinerary start date.
- Full payment must be made prior to travel with regard to transfers.
- Late bookings may be accepted with additional costs.
- Surcharges may be required in the case of fuel shortages.

- Refunds: SAT offers refunds to customers up to two months prior to travel. Inside that period, it is recommended to have travel insurance.
- Payment Types: SAT accepts Wire transfer, Credit card Payments & cash. Cheques can only be accepted 4 months prior to travel. It is policy to issue receipts for all payments regardless of method.
- Payment Protection. It is highly recommended to always have travel insurance when travelling. SAT does not offer travel insurance.

## Cancellation Policy

- Customers may cancel their tour booking 3 months prior to tour date commencement & receive a refund of transport & guiding services.
- Cancellations inside the 3-month period will result in full loss of payment unless a special agreement with SAT has been made.
- In the event of a tour or transfer cancellation by SAT the customer will receive a full refund or have an alternative provider supplied when preferred by the traveller or agent.

## Insurance & Limitation of Liability

- SAT is a chauffeur service fully Licenced & Insured to offer transfers & tours in Ireland & the EU.
- SAT will not be liable for issues which were not booked through SAT during the provision of Transfers or Tours.
- It is the customer's obligation to hold sufficient travel insurance & SAT has no liability to provide such insurance or reimburse losses incurred by the customer.

## Client behaviour

Unacceptable customer/traveller behaviour is considered a late cancellation & will lead to cessation of service & loss of payment. It may lead to further prosecution & legal action. Listed here are examples of such issues.

- Abuse of Driver, Guide or another person in a manner deemed inappropriate
- Abuse or damage to vehicle or other property of SAT
- Any Illegal activity within the vehicle including drug abuse
- Taking control of the vehicle at any time
- Smoking in the vehicle

There is a soiling fee of €180.00 for excessive soiling of vehicles & illness within the vehicle particularly due to alcohol consumption or smoking.

## Covid19 & related Issues

You will need to check current government travel advice in your country of origin as well as Ireland prior to travel. As the COVID-19 outbreak has affected the travel plans for tens of thousands of people, special terms & conditions are now in operation.

IMPORTANT: For a cancellation to be considered, the reasons must not be related to Covid19 of the global pandemic.

- **Travel Insurance**

Due to Covid19, fast paced changes in the law which affect global travel are now normal. Any changes to bookings with SAT which are due to Covid19 or related issues will be now considered a cancellation. Prior warnings of travel disruption will not replace a customer cancellation of one month. SAT is not an insurance broker & does not supply travel insurance. Please purchase suitable & adequate travel insurance prior to travel.

- **Cancellations Inside two months**

In this global pandemic all travellers with SAT should hold Travel Insurance with “Travel Disruption”, or if the Cancellation section of your policy lists as an “insured peril”, cover where Government announces that travellers are recommended to avoid the country or area you have planned to visit. In the event of disruption, the traveller must refer to their travel insurance for a refund. Where no Travel insurance is held, the liability is the traveller’s responsibility. SAT will not refund Covid cancellations inside two months of Travel.

- **Outside of two months**

Cancellations are handled as detailed in this documents Cancellation Policy.

- **Travelling with Covid19 or other related illness**

If you or a member of your group have tested positive one month prior to travel for Covid19 or related diseases it is your obligation to inform SAT. SAT considers withholding such information as an abuse of the driver & may lead service cancellation. Legal or financial liabilities for damages & personal injury may be incurred if travellers knowingly transmit covid19 or related illnesses.

## Complaints Procedure

Your statutory rights under Irish & EU are not affected.

All complaints should be made to [info@shannonairporttransfers.ie](mailto:info@shannonairporttransfers.ie)

All complaints will be responded to within a reasonable time, with a decision after consideration of the complaint.

Please include your booking confirmation number or Tour Name, contact information & details of the complaint.

## Updated Certification of Safety Standards related to Covid19



Rialtas na hÉireann  
Government of Ireland