



# 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 Ltd, (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 the Euro currency prior to travel.
- If full payment has not been made 90 days prior to travel in the case of tour itineraries, it will be considered a cancellation by the customer.
- Deposits of 25% can be made with the remaining fee paid 6 weeks prior to travel.
- 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. Late changes will be considered where possible.
- Deposit: Deposits may be charged on agreement with SAT. Full payment will be required 6 weeks prior to service.

- Full payment must be made within 90 days of a tour itinerary start date to guarantee service.
- Full payment must be made prior to travel regarding all transfers.
- Late bookings may be accepted where possible.
- Surcharges may be required in the case of fuel shortages. All efforts will be made to avoid this.
- Refunds: SAT offers refunds to customers up to two months prior to travel. Inside that period, only the gratuity will be refunded.
- Payment Types: SAT accepts Wire transfer, Credit card payments & cash. Cheques can only be accepted 4 months prior to travel. It is company policy to issue receipts for all payments regardless of method.
- Payment Protection. It is highly recommended to always have travel insurance. SAT does not offer travel insurance.

## Cancellation Policy

- Customers may cancel their booking 3 months prior to travel date & receive a full refund.
- Cancellations inside the 3-month period will result in the loss of payment.
- A transferable credit note may be provided.
- Where multiple trips are booked with one trip cancelled a 50% of the one trip refund plus all of the gratuity for the one trip may be refunded or credit note issued for the value of the cancelled trip.
- In the unlikely 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.

### Cancellation Advise

- It is our hope that all bookings are successfully delivered. As events can change we highly recommended you purchase travel insurance including *trip abandonment*. This is an inexpensive & very effective way to protect you on international trips. SAT does not offer this currently, but it is widely available from insurance providers globally & covers an entire trip.
- Please also check [Air passenger rights - Your Europe](#) for airline compensation liabilities where your flight was cancelled in the Eurozone.

## 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 please contact your agent.

- It is the customers obligation to hold sufficient travel insurance.
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## 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 manor 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.

SAT welcomes travellers with disabilities or travelling for medical reasons. Please let us know if this is the case.

SAT understands the special requirements of celebrities & VIPs who may require allowances to be made. Please let us know how we can assist if this is the case. Any allowances will need to be agreed with SAT prior to travel.

## Complaints Procedure

Your statutory rights under Irish & EU law 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.