

# JJ Cannes Services - GENERAL TERMS OF USE

**Section 01** : Airport transfers and other services cannot be provided in case of extreme bad weather and/or if road are closed by french local authorities.

**Section 02** : Cancellation is free of charge for airport or city transfers if noticed 48hours before. If cancelled in less than 48 hours, full amount of the order must be paid. For special events that require more than 2 vehicles such as Cannes Lions or Film Festival, cancellation must be noticed 7 days before the starting time of the first service booked, if not full amount will be charged.

**Section 03** : Eating, drinking alcohol or smoking in the vehicle is forbidden.

**Section 04** : For security reasons, passengers must fasten their seat belts (including children) even if the driver is not asking for it.

**Section 05** : Clients must be reachable on their phone once their plane or train arrived at the destination.

**Section 06** : Rate & Price of the ride are the one at the time when order was made by the client.

**Section 07** : Pickup point and drop point are as indicated by the client on condition that vehicle ordered can access and can park.

**Section 08** : JJ Cannes Services cannot be held responsible in case of mistake from the client or the person who ordered the ride. Wrong flight number, time or address is on the responsibility of the person who did the booking.

**Section 09** : After 15 minutes of delay from the client, 1 extra hour can be charged and so on if more than 1 hour and 15 minutes. For airport transfers, if the flight is delayed more than 1 hour, we might consider charge another airport transfer fees (same price as the one booked) or driver could not accept to take the passengers considering it could jeopardize his planning (which is even more true during congress periods).

**Section 10** : Some category and size of pet are accepted. Customers must always notice JJ Cannes Services if pet are part of the ride.

**Section 11** : For Tour operator, middleman or partners, they are responsible for the payment or damages caused by the customers during the transportation. If customers ask for extra services, this must be confirmed by the partner, Tour operator or middleman.

**Section 12** : If the flight/train as been cancelled or if the customers changed their flight or train, JJ Cannes Services must be warned before 24 hours of the arrival.

**Section 13** : JJ Cannes Services drivers are able to refuse to transport customers if their behaviour or what they carry is jeopardizing the security of the driver or other customers.

**Section 14** : JJ Cannes Services cannot be held responsible for bad traffic or bad weather. If the driver was on time for the pick up before a

flight a train or a Cruise, JJ Cannes Services cannot be held responsible if the car arrives late because of external factors. Customers are in charge to evaluate the time they should leave their pickup point to be on time at their destination.

**Section 15** : For oversized luggage, JJ Cannes Services must be warned at least 24 hours before. If JJ Cannes Services or the driver has not been warned and the transport is not practicable, still full amount of the ride will be charged.

**Section 16** : JJ Cannes Services is not responsible for forgotten items in the vehicles. If customer wants the driver to come back to bring the forgotten item, the ride can be charged.

**Section 17** : Payment of the order or confirmation by email is considered as acceptance of our general terms of sale.