

The following contract and payment conditions of the company Luxury Limousinen Services GmbH are recognized by the customer and are legally binding starting from the distribution of an order.

2 If no other price is indicated, all prices are in Swiss francs and in euros.

3. the calculations for all prices and times are made from and to the vehicle location of the respective vehicle. If the distance (route) of the offered trip changes, the price may vary. With the publication of the latest issues of price lists and general terms and conditions, all previous catalogues, prices and offers lose their validity.

4. the invoice is to be paid before the order.

Exceptions, which are decided by the management, can also be settled after the journey. For orders accepted at short notice, the invoice amount must be paid in cash to the chauffeur before the journey. If the amount is paid in cash, it must correspond exactly to the total contract value. For security reasons the chauffeur has very little cash with him and cannot return it. Additional costs incurred during the journey must be paid directly to the driver after the journey.

5. with the receipt of the written order confirmation via e-mail, as well as the confirmation of the customer, the order is considered as definitively booked. If the payment is not received within the specified period, the vehicle will be released again. Upon receipt of the written confirmation/invoice via e-mail or post, the limousine is definitely reserved for the customer. Offers can be withdrawn at any time.

6. in case of cancellation by the client less than 7 days before the start of the journey, an amount of 50% of the total cost will be charged. Short-term cancellations less than 24 hours before the trip are 100% charged. (order compensation and expenses). If the customer does not appear at the agreed time, he will be charged 100% of the order costs. It is the customer's responsibility to arrange insurance for cancellation costs. In exceptional cases, this shall not apply if the order can be replaced by another order or a credit note is issued which can be redeemed for another order. This will be decided by the management on a case-by-case basis.

In any case, we charge a flat fee of CHF 40.00 in the event of cancellation after a definite commitment has been made, which will not be converted into a voucher (future credit).

If the customer is more than 15 minutes late at the beginning of his journey, the waiting time will be offered with the first 15 minutes, after 15 minutes CHF 2 per minute will be charged.

8. final reservations will only be made against advance payment. All prices and times are from and to departure - and destination.

Further costs such as foreign motorway tolls, tickets, rail loading costs, additional drinks as well as any food and lodging of the chauffeur shall be borne by the principal and shall be paid in cash directly to the chauffeur at the end of the journey or invoiced subsequently upon release by the chauffeur.

For a rental period of more than 5 hours, the chauffeur will receive a lump-sum meal fee of CHF 35.

10. after placing the order LUXURY LIMOUSINEN SERVICES GMBH has the right to withdraw completely from the order, if due to the collected information of our demands appear endangered. In this case there is no obligation to the customer to carry out the journey. Already paid journeys, will be fully refunded in this case.

11. the order shall be fulfilled to the extent possible. Complaints must be made in writing within 48 hours of the completion of the order

12. damages to the vehicles and their interior fittings as well as missing inventory shall be borne in full by the customer. This includes, among other things, any soiling of seats, carpets, side and roof linings, as well as improper operation of the facilities. For all damages caused by the guests, the invoice amount (depending on the severity of the damage) will be charged after the trip.

- 20 CHF for missing or broken glasses
- 1000 CHF for damage caused by cigarettes (minimum price)
- 1000 CHF for external damage to the vehicle (minimum price)
- 100 CHF Spillage of beverages (minimum price)
- 550 CHF for vomiting in the vehicle (minimum price)
- 500 CHF for damage to the interior (minimum price)

13. LUXURY LIMOUSINEN SERVICES GMBH is not liable for objects left in the car.

14 Smoking is strictly prohibited in all our vehicles. In case of non-compliance a cleaning of the interior of the vehicle will be ordered. The invoice amount will be invoiced after the journey (depending on the severity of the damage).

17. it is forbidden to stretch any parts of the body out of the sunroof or windows, any liability in case of accidents is declined. Each vehicle occupant must fasten the seat belt while driving.

18. in winter, especially when there is ice, cold and snow-covered roads, the FIRMA LUXURY LIMOUSINEN SERVICES GMBH can cancel booked trips at short notice for safety reasons. If one of the points listed above has arrived or arrives during the execution of an order, the estimate of the chauffeur is decisive. For security reasons, this decision is automatically deemed to have been accepted by the customer. Only the costs for the safe transport home of the customers are covered. The way of transport of the customers home is determined by LUXURY LIMOUSINEN SERVICES GMBH.

19. technical defect in the vehicle before the trip
Tread on the vehicle, which the customer has booked, a defect before the trip, the customer receives another stretch limousine as a replacement. If the price is lower, the customer will be refunded the corresponding amount. No money will be refunded if the journey can be made in another limousine.

20. technical defects on the way
During the journey, a technical problem occurs on the vehicle which cannot be repaired and the journey must be stopped, the following applies: The costs for the safe home transport are borne by the COMPANY LUXURY LIMOUSINEN SERVICES GMBH. If no other limousine is available, the customer will be able to take a taxi to finish his route as desired. No money will be refunded if the route can be completed by limousine or taxi. If this occurs, the customer will receive a voucher for a trip at another time as compensation. The amount of the voucher is decided by the management on a case-by-case basis.

21. the fare includes:
chauffeur, petrol, VAT, 1-2 bottles of mineral water (0.5L).

22. overtime hours, which occur during the journey beyond the normal booking time, must be paid in cash after the journey. Each additional hour is charged at 100 per hour.

23rd tip: The customer is not obliged to tip the chauffeur.

This is already included in the fare. If the customer was very satisfied with the performance of the chauffeur, an amount can be given at his discretion.

24 In the event of any weather conditions, traffic jams, traffic accidents or demonstrations and general third-party influences, the customer must expect a delay.

25. operational disruptions, official measures, lack of manpower or raw materials, energy crises, force majeure or other unforeseeable events, such as strikes or lockouts, release us completely from the performance of the contract

26. if any changes are not reported within 24 hours of receipt of the letter of confirmation, the contract shall be deemed legally binding.

27 In the case of cross-border journeys from Switzerland across a border to a foreign country, the customer must report any goods that are subject to customs clearance to the chauffeur on his own initiative. If nothing is mentioned by the customer, it is clear to the chauffeur that the guest has no goods to declare. The COMPANY LUXURY LIMOUSINEN SERVICES GMBH declines any liability in the event of possible checks with customers of articles subject to customs clearance.

32. by booking, the customer agrees to receive future information about offers and information via e-mail or post from LUXURY LIMOUSINEN SERVICES GMBH. Only at the customer's request will this be omitted.

33. the above mentioned contractual conditions are only valid for the Limousine Service of LUXURY LIMOUSINEN SERVICES GMBH. All other vehicles listed and offered on our website are subject to the terms and conditions of the respective owners. The execution of these orders is not at our discretion and is the responsibility of the respective owner. The provisions of the Swiss Code of Obligations (OR) apply to terms and conditions that are not addressed. Both parties agree that the place of jurisdiction is the city of Zurich.

34. with the booking and the payment of the order the customer agrees with all mentioned points of the AGB.

35. If you use our hourly service, the price includes 25km / per hour (extra costs per km are 5.- CHF). Each tour must end at the starting point if the tour is not on starting point ends, 5.- CHF per km will be charged up to the starting point return.