



International airport & business service
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GENERAL TERMS AND CONDITIONS FOR TAXI TRANSPORT TAXI-WILLEM

Waiting Tariff and Waiting Time: • All mentioned rates are exclusive of any waiting time. Our waiting tariff for taxis and Midivan is € 60 per hour / € 15 per 15 minutes. At all locations, our waiting tariff starts after 15 minutes, except when picking up at an airport. • Waiting tariffs for coaches: € 100 per hour / € 25 per 15 minutes. Waiting tariffs for coaches start immediately. • When picking up at an airport, the waiting time starts 30 minutes after the landing of your flight. Unless you have reserved at an adjusted time, then the waiting tariff starts 15 minutes after the reserved time has passed. • Customers must report to the driver or central office as mentioned in the trip confirmation within half an hour of arrival at an airport so that the driver will wait. If the customer does not report within an hour of the plane's arrival, this is considered a no-show and the full costs including waiting time will be charged.

Cancellation Costs: • If a requested trip is canceled more than 24 hours in advance of the reserved time, no costs will be charged. • If a requested trip is canceled between 24 hours and 3 hours in advance of the reserved time, a percentage of 25% of the trip price will be charged. • If a requested trip is canceled less than 3 hours in advance of the reserved time, a percentage of 50% of the trip price will be charged. • In case of a no-show without valid cancellation, a percentage of 100% of the trip price will be charged, including parking fees and waiting times.

Prices: • All mentioned rates are calculated from the Heerlen region and surroundings. If you as a customer are located outside the Heerlen region, the prices are calculated from your location and surroundings. • If there are extra pick-up addresses, an additional charge of € 1.50 per km will apply, depending on the extra kilometers driven outside the usual route. • Any toll costs will always be charged separately and specified.

Payment: • All types of credit cards and pin payments are accepted, with extra costs of 3.5% on the price charged. Payment can also be made on account (by arrangement) by invoice if you are a regular business customer. • Invoices must be paid within 30 days.

Liability: • Taxi-Willem emphasizes its professional attitude to do everything possible to ensure that people arrive at their destination on time. However, Taxi-Willem will not accept any liability for not delivering people on time at the reserved time at the destination, regardless of the type of possible caused damage. Our liability will in all cases be limited to the maximum amount of the trip price, regardless of the extent of the directly attributable damage. Taxi-Willem can under no circumstances be held liable for any damage caused by force majeure (e.g. traffic jams/strikes/weather conditions/roadworks or other unforeseen circumstances). • Requests for business transport are made exclusively by email or via our website. Only in exceptional cases can a telephone reservation be made. In the case of a telephone reservation, Taxi-Willem is not liable for any misunderstandings/miscommunication. • When requesting business transport, the customer must provide all necessary information regarding the requested transport in advance. Correct and complete name, address, mobile phone number, number of people, destination, dates, times, and any flight or train numbers on arrival. In case of incorrect or missing communication of this information, Taxi-Willem is not liable and/or responsible for the (timely) execution of the transport and related inconveniences. • All types of transport performed by Taxi-Willem are expressly subject to the general terms and conditions for Care Transport and Taxi. These conditions are drawn up by KNV-taxi and can be found at: <https://www.knv.nl/wp-content/uploads/2019/12/Algemene-Vervoersvoorwaarden-Zorgvervoer-en-Taxi-NL.pdf>.