



## SWISS Airport Shuttle Geneva by Globe Limo General terms and conditions

### 1. Scope of application:

- 1.1. These General Terms and Conditions apply to all use of the SWISS Airport Shuttle Geneva service operated by Globe Limo SA, and become applicable to the client on reservation of the service.
- 1.2. Globe Limo SA reserves the right to amend these General Terms and Conditions by publishing a new version on its website. The General Terms and Conditions are those in force on the date on which the reservation is made.
- 1.3. Checking the box relating to these General Terms and Conditions of Reservation during the order confirmation process implies unreserved acceptance by the client of all the General Terms and Conditions of Reservation.

### 2. Contractual partner

- 2.1. The contractual partner for the reservation and use of the service is Globe Limo SA, 81 Route du Bois-des-Frères, 1219 Le Lignon.

### 3. Description of the service

- 3.1. SWISS Airport Shuttle Geneva, operated by Globe Limo, is an on-request professional transport service available exclusively to passengers of SWISS, Lufthansa and Austrian Airlines. Access to the service is subject to a valid reservation on the day of transport and the departure or arrival of a flight to or from Geneva Airport (not available in the French sector of the airport), and is provided to or from the place of residence? or accommodation in Western Switzerland or the French region bordering the Canton of Geneva (*départements* 01, 25, 39, 73 and 74).
- 3.2. The “Co-Shuttle” service may be shared with other passengers, including those having made their own reservations. There may be no more than two stops on a shared journey and the journey may take no more than 30 minutes longer than is required for a direct journey between the furthest pick-up point and the point of destination.

3.3. There are no additional stops on the “Private Shuttle” service, and no additional passengers other than those named in the principal client’s reservation. A specific tariff applies under these circumstances.

#### 4. Pricing and conditions of service

4.1. The service is delivered by Globe Limo SA using suitable vehicles complying with all the regulations relating to professional passenger transport. The drivers hold all permits and authorisations required to undertake their duties in accordance with current legislation.

4.2. All passengers, their pets and baggage are covered by Globe Limo SA’s public liability insurance once the vehicle is in operation (i.e. once the passengers have boarded the vehicle). Globe Limo SA shall not be held liable for any incident occurring when the vehicle is not in operation.

4.3. The “Co-Shuttle” (i.e. shared transport) service is priced as follows:

4.3.1. Pick-up of first passenger per stop: CHF 15.00, then CHF 6.00 per additional passenger, with a maximum of 10 passengers per stop and a total of 16 passengers over the entire journey. (All prices inclusive of VAT.) This fare applies to adults, children and infants alike.

4.3.2. The fare per kilometer is CHF 2.70 incl. VAT. In the event of additional stop(s), passengers receive a 25% reduction on the price for each kilometer. This reduction shall be deducted from the security deposit charged to the client’s credit card on reservation.

4.4. The “Private Shuttle” (i.e. exclusive transport) service is priced as follows:

4.4.1. Pick-up of first passenger per stop: CHF 50.00, then CHF 6.00 per additional passenger, with a maximum of 16 passengers. (All prices inclusive of VAT.) This fare applies to adults, children and infants alike.

4.4.2. The fare per kilometer is CHF 2.70 incl. VAT.

- 4.5. “Co-Shuttle” and “Private Shuttle” passengers are each permitted to take one piece of hand baggage with a maximum size of 55 x 40 x 23 cm and a maximum weight of 8 kg.
- 4.6. “Co-Shuttle” and “Private Shuttle” passengers are permitted to take one piece of hold baggage with a maximum size of 158 cm (width + height + depth) and a maximum weight of 32 kg.
- 4.7. Any additional baggage will be charged at CHF 10.00 incl. VAT. If baggage exceeds the dimensions stated in point 4.6, or if there is a significant quantity of baggage, the client making the reservation must contact Globe Limo SA on +41 (22) 731 07 50 to obtain a quote, and to enable the provision of a vehicle with a capacity able to accommodate these requirements.
- 4.8. Pets are permitted provided their weight, combined with that of their transport container, does not exceed 8 kg. The size of the transport container must not exceed 55 x 40 x 23 cm. Pets and/or containers not meeting these size and weight restrictions will not be accepted. The animal must remain in its transport container for the entire journey.

## 5. Reservation and cancellation conditions

- 5.1. SWISS Airport Shuttle Geneva services may only be reserved through the dedicated internet platform.
- 5.2. Reservations must be made no less than 12 hours before the start of the service.
- 5.3. Passengers using the service consent to the collection and use of their data in accordance with current legislation, for the purpose of delivering the service. This includes specifically (but not exclusively): last names, first names, postal addresses, email addresses, telephone numbers, flight date(s) and number(s), number and size of items of baggage, credit card numbers.
- 5.4. The client making the reservation is entirely responsible for the accuracy of the data transmitted to Globe Limo SA. Globe Limo SA shall not be held liable if incorrect information is provided by the client making the reservation.

- 5.5. The presence of children (passengers aged under 12 on the date of transport) and infants (passengers aged under 15 months at the time of transport) must be notified when making the reservation for the journey, and their height and weight must be provided. Globe Limo SA provides suitable seats for children between the ages of 15 months and 12 years. However, passengers are required to provide suitable seats for infants.
- 5.6. In the event of cancellation, the following charges apply:
- 5.6.1. Cancellation up to 12 hours before the reserved transport time: full refund.
  - 5.6.2. Cancellation up to 6 hours before the reserved transport time: 50% refund.
  - 5.6.3. Cancellation less than 6 hours before the reserved transport time: 0% refund.
- 5.7. Cancellations must be notified by telephone to +41 (22) 731 07 50, a number available 24/7, and will be confirmed in writing by Globe Limo SA. Reservations cannot be cancelled or changed through a driver.
- 5.8. Reservations are only completed once confirmation of payment is received from the bank. A security deposit for the maximum price of the journey is charged to the client's credit card, and then the correct amount, including any discounts, is debited at the end of the journey.
- 5.9. Reservations are not transferable without the prior agreement of Globe Limo SA, and only after communication of the personal details of all passengers. Changing a reservation may incur charges, which are payable by the person who made the initial reservation.
- 5.10. Specific requests falling outside the criteria of these General Terms and Conditions will be charged at a separate rate if they can be accommodated.
6. Disputes, complaints, place of jurisdiction and liabilities:
- 6.1. In the event of a dispute or complaint, an email must be sent to [reclamation@globelimosines.ch](mailto:reclamation@globelimosines.ch) giving the reservation number, the date of transport, the client's full contact details and the nature of the complaint. Globe Limo SA will respond within 7 days.
- 6.2. Service delivery is the responsibility of Globe Limo SA, except in cases of force majeure. "Cases of force majeure" are unforeseeable and objectively unavoidable

situations such as natural disasters, arising after conclusion of the contract. In such cases, it is possible that the services may not be able to be provided but Globe Limo SA will do everything possible to notify its passengers thereof as soon as possible and find alternative solutions. SWISS accepts no responsibility for the operational implementation of the services. Except in cases of force majeure or acts of God. “Force majeure or acts of God” are external unforeseeable and objectively and subjectively unavoidable situations arising after conclusion of the contract.

- 6.3. Passengers using the services are solely responsible for their personal effects. Globe Limo SA shall not be held responsible for any items or personal effects that are left behind in any of its vehicles, and no compensation or damages shall be paid therefor. Globe Limo SA shall make every effort to collect any lost items or personal effects, and shall retain them on its premises for retrieval by the owner. If requested, Globe Limo SA shall send the items or personal effects to the client on payment of the cost of postage.
- 6.4. Should any of the provisions in these General Terms and Conditions prove invalid or should a lacuna be identified, the validity of the other provisions shall not be affected.
- 6.5. This contract is governed by Swiss law. In the event of a dispute, the Courts of the Canton of Geneva shall have sole jurisdiction.