



Terms and Conditions

Last updated: September 8th, 2019

Comfort Voyage Services works hard for our clients and do our very best to be flexible with changes, preferences and service updates. And within that scope the following terms and conditions apply to all services.

Please read these Terms and Conditions carefully before accepting services operated by Comfort Voyage Services. Your use of our services is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all passengers, clients, users and others who access or use services provided by Comfort Voyage Services.

Art. 1 - Object and field of application

The general conditions apply to all our transportation contracts. They form the basis for any possible dispute resolution.

Any alteration or modification to the general terms and conditions are only possible after Comfort Voyage Services' prior authorization in writing.

The transportation contract is effective from the moment that Comfort Voyage Services has accepted the booking. With the conclusion of a transportation contract, both the transportation service provider Comfort Voyage Services, and the purchaser or client(s) of the transportation contract agree to have read and accepted the general terms and conditions.

The transportation contract shall preferably be submitted in writing.

All reservations shall be considered as definitive after confirmation from Comfort Voyage Services and after receipt of the deposit, which is 30% of the total payment.

Art.2 - Conclusion of transport contract

With the conclusion of a transportation contract Comfort Voyage Services asks the client to provide the following information:

- the pick-up address
- time of pick-up
- destination
- flight information (if applicable)
- name of airport (if applicable)
- the number of passengers (with an indication of number of children if a child seat is necessary)
- number of pieces of luggage.

Bear in mind that we bring passengers to the airport at least 3 hours prior to departure of their flight thus enabling us to deliver the passenger(s) in a timely and comfortable manner.

To avoid misunderstandings we require all passengers to make a reservation through the reservation tool on our website. For questions and information we can be reached by phone, in person or in writing.

It is necessary to make the reservation on time so that Comfort Voyage Services can secure the requested transport. We always will send a confirmation email, whereafter the booking is considered final.

Art. 3 - Cancellation

Comfort Voyage Services cannot be held responsible for failing to (correctly) execute the transportation contract in the event of circumstances caused by the passenger(s), and shall be liable for compensation of damages. The loss incurred will be invoiced to the client(s) or purchaser(s).

Changes and/or cancellations are accepted based on availability and having been made outside of at least 72 hours prior to the service date and at the discretion of managers/owners of Comfort Voyage Services and must be in writing and/or reflected on an updated confirmation. Cancellations made within 72 hours of the service date are subject to a 100% cancellation charge.

In the event of the passenger(s) failing to show up on the agreed location and time, the full amount of the transportation contract will be charged.

Art. 4 - Correct information

In order for Comfort Voyage Services to offer the passengers a reliable airport transport we enquire the client(s) to provide the flight number and correct flight arrival times in advance. We strictly adhere to these timetables to pick up the passenger(s). If the passenger(s) are delaying the transport services after landing, the differences in the time lost will be charged at a rate of 12,5 € per 15 minutes.

In the event that Comfort Voyage Services had been provided with incorrect information, thus resulting in the transportation contract documents being inaccurate, and without any communicated corrections prior to the date of transport by the passenger(s) or client(s), the full amount will still be due.

In the event of changes in flight schedules we may not be able to shift our planning. Comfort Voyage Services reserves the right to cancel the transport at no cost. If the client(s) or passenger(s) wishes, and if the planning of Comfort Voyage Services allows, we will ensure that a driver will be present at the earliest time possible. Unfortunately we are not able to give any guaranties.

In the event of significant changes in the arrival or departure times, the client(s) or passenger(s) are kindly requested to notify Comfort Voyage Service at their earliest convenience. In the absence of such, the full price of transport shall be charged and increased with the waiting time at a rate of 12,5 € per 15 minutes, plus the cost related to any unnecessary relocation.

Art. 5 - Additional costs

All additional costs such as 'péage', toll or payed parking are included in our rates, unless mentioned otherwise on the invoice, reservation or transportation contract.

Art. 6 - Agreements related to collecting passenger(s) for departure

We expect the passenger(s) to be present at the agreed time and place in order for our services to run smoothly. Should this not be the case, a compensation of 12,5 € per 15 minutes waiting time shall be charged. This is only applicable when collecting passenger(s) outside of airports, train stations and sea ports.

Before departure, the passenger(s) will be requested to sign a transport document, which serves in the event of verification checks by local authorities on route.

Art. 7 - Highway regulations

Our drivers are responsible to strictly adhere to highway regulations. Under no circumstances is it acceptable for them to violate any of the highway regulations. We also request of all travelling passengers to strictly comply to the highway regulations in regard to the compulsory use of the seatbelt and the child's car seat. The child's car seats are offered free of charge (please provide in advance the number of travelling children). People exempt of seatbelt use must present their exemption document in the event of a police check. For safety reasons we strongly advise all passenger(s) to wear their seatbelts so that injuries can be avoided in the unlikely event of a collision.

Penalties applied in the event of traffic controls due to a negligence of wearing seatbelts or not making use of a child's car seat, are borne to the offender or, in case of minors, to their legal guardian.

Comfort Voyage Services can not be held responsible for cases where a passenger gets injured by a fellow passenger who was not wearing a seatbelt (including passengers who are exempt from wearing a seatbelt). All medical costs associated to the incident are incurred on the individual(s) responsible for the physical suffering.

Art. 8 - Transportation of pets

It is not customary to transport pets. For reasons of hygiene, we cannot accept large pets. We do allow, after approval by Comfort Voyage Services, to transport pets in an animal cage or pet-bag, provided by the owner.

It goes without saying that travelling pets can not cause any disturbance or any form of danger to the driver or any of the passenger(s).

The pet will be denied if no pre-approval has been discussed and booked, or when no animal cage or pet-bag is provided.

When the transportation service can not be initiated or completed due to a disturbance, danger or unannounced participation of a pet, the full costs of the transportation contract will be charged to the purchaser.

If it turns out that the travelling animal dirties the vehicle, in any way possible, an additional cost of 150 € will be charged. The surcharge is immediately to be paid to the driver. Any related additional charges may be taken into account afterwards, including costs related to the unavailability of the vehicle.

Art. 8 - Consumption of meals

We take pleasure by offering you cooled water free of charge during the ride. The consumption of meals or sugared drinks is preferably to be avoided as a courtesy to the passengers following your visit and out of respect for our vehicles.

In the event that the vehicle has been dirtied due to the consumption of meals or sugared drinks, a cleaning fee will be charged starting from 50 €, immediately to be paid to the driver. Any related additional charges may be taken into account afterwards, including costs related to the unavailability of the vehicle.

Art. 10 - Damages

A minimum compensation of 150€ will be charged due to any kind of damages done to the vehicle, immediately to be paid to the driver. Our vehicles are always repaired in an official garage. The repair work invoice (labor + parts + taxes) will be charged to the client(s), together with any related costs, including the costs related to the unavailability of the vehicle.

Art. 11 - Smoking

Smoking is strictly forbidden in our vehicles.

Art. 12 - Agreements related to delivery of passenger(s) at destination

Upon reaching the destination the driver will make sure the passenger(s) can exit the vehicle in a safe manner. Luggage and suitcases will be unloaded by the driver and handed over to the passenger(s). Upon simple request and whenever possible, the driver will accompany the passenger(s) to the entrance of an airport or train station and point them in the right direction.

Art. 13 - Code of conduct

The driver shall engage with the passenger(s) with integrity and in a courteous manner. They have a professional, customer friendly appearance and conform to an appropriate dress code. It is the driver's responsibility to ensure the passenger's experience is as comfortable as possible during the transfer.

From the passenger(s) it is anticipated to engage in an appropriate stance towards the driver. The misbehaviour of passenger(s), either through intoxication of alcoholic drinks or other substances, shall not be tolerated and the driver will immediately ban those individuals from the vehicle.

Art. 14 - Force majeure

Comfort Voyage Services cannot be held responsible for delays, modification or cancellation of our services due to force majeure or as a result of unforeseen circumstances. Nevertheless, we will do everything in our power to prevent this.

Art. 15 - Flight delays

In the event of delayed flights, we shall give priority to the client(s) that are departing. As soon as the client(s) receives a notice of a flight delay, we kindly ask of him/her to inform us at their earliest convenience of those changes, thus enabling us to adjust our planning. When experiencing significant flight delays, we can not guarantee to fulfil the transfer. Nevertheless, we will do everything in our power to proceed with the transfer. In extreme cases we shall require the involvement of our partner services and without a guarantee for the use of a luxury vehicle such as provided by Comfort Voyage Services.

Art. 16 - Contractual obligations

We undertake to strictly respect the legislation around chauffeur-driven vehicle hire.

Art. 17 - Contact information

We ask our customers to provide their phone number thus enabling us to contact them in case of force majeure or delays.

Art. 18 - Belgian law

Our general terms and conditions are in accordance with Belgian law. Comfort Voyage Services reserves the right at all times to make adjustments to our general terms and conditions.