

Complaint

(Lukáš Bezdíček, Prague Airport Transports, Kmochova 16, Ústí nad Labem, 400 11, Reg.No. 742 161 98)

Cancellation of reservation

Cancellation of your reservation can be done for free of charge two hours before your scheduled transfer by phone, email or by post to our company.

Otherwise you can be charged cancellation fee up to 100% of cost your transfer.

Change of reservation

Change of your reservation can be done for free of charge two hours before your scheduled transfer by phone, email or by post to our company.

Payment

When paying in cash we accept the following currencies: CZK, EUR, GBP and USD, other currencies by agreement.

For non-cash payment, please contact our operator by phone or email listed on our website under "CONTACT".

For payment by invoice please contact our operator by phone or email on our website under "CONTACT". Current maturity of 30 days, unless agreed otherwise

Our guarantee

If our driver will not be waiting for you in pre-arranged time and location (eg force majeure) you will get a full amount of transfer fee or other type of compensation offered (eg, free transfers, etc.)

If you can not find our driver in arriving hall please contact us immediately on our phone no. +420 721 401 104 (eg has been waiting for you over one hour and then left)

Otherwise you are not entitled to compensation.