

General Terms and Conditions

Definition:

Visitor: A visitor to the website of Schipholtaxipendel, who wishes to make use of the service of Schipholtaxipendel.

Schipholtaxipendel: An initiative of Star-Tax, registered office on the Westvlietweg 68N, The Hague, The Netherlands. Registered at the Dutch chamber of commerce with license number 6819834.

Website: The website schipholtaxipendel.nl

Taxi service: The product, a taxi shuttle service between The Hague city and surrounding cities and between Schiphol Airport Amsterdam, Rotterdam-The Hague Airport, Brussels Airport, Düsseldorf Airport, Eindhoven Airport, Lelystad Airport and Maastricht Airport

Passenger: A person who makes use of the taxi service.

Booking: A contract with Schipholtaxipendel initialized by the visitor to execute a taxi service, which is accepted by Schipholtaxipendel with an e-ticket.

E-ticket: A pdf document with a unique reference number which represents the booking. This document is sent per e-mail after a payment has been made after the booking.

What is Schipholtaxipendel?

Schipholtaxipendel is a taxi service offered via the website www.schipholtaxipendel.nl. On this website taxi services are offered between locations around city of The Hague and airports in The Netherlands, Belgium and Germany.

Where and when service of Schipholtaxipendel takes place?

Schipholtaxipendel delivers its service 24 hours a day/ 7 days a week to addresses in the city of The Hague and surrounding cities. The airports between which Schipholtaxipendel operates are: Schiphol Airport Amsterdam, Rotterdam-The Hague Airport, Brussels Airport, Düsseldorf Airport, Eindhoven Airport, Lelystad Airport and Maastricht Airport

How does schipholtaxipendel.nl works?

On the website a visitor can make a reservation for pickup, drop off or a combination of those for passengers with a location in The Hague city or surrounding cities or airport. A reservation can be made online with a maximum of two days before date of travel. When picking up the passenger in the city of The Hague or surrounding cities the passenger has to take into account a margin of 20 minutes before and 20 minutes after the provided pickup time that the taxi service can show up at the designated address.

Pickup at airport

If picking up from airport applies for the passenger, the passenger has to contact the driver of Schipholtaxipendel immediately after the airplane has landed on the airport, following the instructions on the e-ticket. In cases where the flight is ahead or delayed for more than an hour the passenger must inform Schipholtaxipendel as soon as possible via email or phone. In cases where this procedure is not followed or not followed on time it can have consequences for the pickup time on the airport. After confirmation over phone by the passenger it is possible that the taxi may take up to a maximum of two hours to arrive. The taxi does have a limited waiting time at the agreed meeting point.

Payment

Schipholtaxipendel make use of a third party payment provider to collect the payments. Schipholtaxipendel cannot be hold responsible for mistakes or errors caused by the payment provider.

Travel safety

Children will travel safely with Schipholtaxipendel. When desired and requested upon booking, Schipholtaxipendel can provide child seats free of charge. Children above 0 year also will be counted among the passenger total.

Cancellation

If cancelling your booking until eight(8) weeks before departure you will be refunded 75% of the amount already paid.

If cancelling your booking between eight(8) weeks and four(4) weeks before departure you will be refunded 50% of the amount already paid.

If cancelling your booking between four(4) weeks and one(1) week before departure you will be refunded 25% of the amount already paid.

If cancelling your booking between seven(7) days until one(1) day before departure there is no refund of payment.

PRIVACY PROTECTION

Schipholtaxipendel processes the requested personal information regarding the Dutch Law 'Wet Bescherming Persoonsgegevens'. Schipholtaxipendel will never provide your personal information to third parties. Your personal information will be used to execute your booking and for marketing activities of Schipholtaxipendel.

Liability claims

Schipholtaxipendel cannot be liable for damage passengers or visitors receive by using our website or service, unavailability of the website, incorrect information on the website, false or incorrect information about your flight or contact details, extreme weather conditions and traffic problems. This exclusion of liability does not apply in case of intent or gross negligence on the part of Schipholtaxipendel or its employees. If Schipholtaxipendel is still liable, our liability shall be limited to a maximum of € 500, =.

The general conditions are based on the general conditions of taxi service KNV-Taxi.

Disputes between Schipholtaxipendel and passengers are first resolved in consultation. Should it come to a legal dispute, only the court in The Hague has jurisdiction.

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