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TERMS AND CONDITIONS

The websites “Seahorse Car Service” - “Roma Positano Shuttle” -“Sorrento Coast Shuttle” and Enjoy Travelling are all under :

Enjoy Travelling s.a.s.

Via degli Aranci, 49
Sorrento 80067 - Italy

Enjoy Travelling provides booking facilities for customers wanting to book car transfers via the following websites and e-mails:

<https://seahorsecarservice.com/> - info@seahorsecarservice.com

<https://www.sorrentocoastshuttle.com/> - info@sorrentocoastshuttle.com

<https://www.romapositanoashuttle.com/> - info@romapositanoashuttle.com

<https://enjoytravellingsorrento.com/> - info@enjoytravellingsorrento.com

Please read our Terms and Conditions carefully, which in case of reservation are tacitly accepted by the Client.

For urgent inquiries, please contact our office at the telephone numbers found on our websites.

1 SHARED SHUTTLE-SERVICE

1.1 The customer can book one or more seats in a given type of vehicle at a pre-set departure time; this way, the transfer can be shared with other passengers and will depart at one of the times offered by our customer service and chosen by the customer.

1.2 The customer understands that during the transfer, the shuttle may make **detours** or **stops** to pick up or drop off other passengers, or transfer passengers from one vehicle to another during the trip.

1.2.1 The pick-up times vary from the timetable according to the pick-up location and will be communicated by our offices before the service .

1.3 During the booking process, the Customer will be asked to provide personal information which may include but is not limited to, name, surname, credit and debit card details (for more information see **3.1** and **3.1.2**). The customer is responsible for providing a valid mobile phone number of at least one of the passengers, including the international area code, for any communications.

1.3.1 If no contact number is provided on the booking, it is the responsibility of the customer or passenger to check for any changes in the booking.

1.4 Enjoy Travelling is not responsible for any delays or cancellations of the Customer's flight/train/bus , but it is the Customer's responsibility to notify Enjoy Travelling offices immediately of any changes.

1.4.1 The pick-up times in these cases may be moved earlier than the scheduled time or delayed up to one hour from the time indicated on the reservation. The customer accepts these possible changes in the scheduled pick-up times.

1.4.2 If customers arrive at the scheduled pick-up point after the scheduled departure time without contacting Enjoy Travelling, they are considered to have missed the transfer service and the driver will leave ("**no show**", see **4.2.2**). and will not be entitled to any refund. Enjoy Travelling will not be liable to the Customer if they lose the transfer or suffer financial or other losses due to the delay in arrival.

1.4.3 If the driver arrives more than 15 minutes late from the scheduled time, for reasons not dependent on force majeure, the customer who does not use the service will be entitled to reimbursement only of the cost of the transfer that he did not use.

1.5 The customer who has booked a shared shuttle service to/from Sorrento Coast, or the Amalfi Coast therefore is aware that the shuttle will also make journeys by crossing the Amalfi or Sorrento Coast to allow all customers who have chosen the same pick-up time to arrive at their destination as well. In this case the time of pick-up/drop-off can be early or delayed for a maximum of an hour from the time indicated in the booking and the Client accepts these changes of times.

1.6 Enjoy Travelling will do everything possible to arrive on time at the destination of the Customer, but states that in no case will be responsible for any consequences incurred by the Customer as a result of transfers not being made on time due to circumstances beyond the control

of Enjoy Travelling not directly related to the driver, such as force majeure (Force majeure events include, but are not limited to : war or threat of war, accidents causing delays on the transfer service route, exceptionally adverse weather conditions, fire and/or damage to the station/terminal, compliance with the provisions of law enforcement, official customs or security services of the competent authority, road deaths and accidents, acts of vandalism and terrorism, unplanned traffic jams, mass meetings and strikes, closures, riots or local tensions, problems caused by other customers, border closures, epidemics, natural disasters and other unforeseeable causes beyond Enjoy Travelling's control.)

2 SHARED SHUTTLE-SERVICES TIMETABLES

2.1 Here's the shuttle-shared timetable for transfer **from/to Naples**:

TIMETABLE					
	NAPLES TO Sorrento Positano	NAPLES TO Praiano	SORRENTO TO Naples	POSITANO TO Naples	PRAIANO TO Naples
Morning	10:00	10:00	05:00 06:00 08:00 09:00 11:00	04:40 05:40 07:40 09:40	04:20 05:20 07:20
Afternoon	12:30 14:30 16:30	12:30 14:30 16:30	14:00 16:00 17:30	13:40 15:40 17:10	13:20 15:20 16:50
Evening	18:00 20:00 22:00*				

2.1.1 During winter season (**Nov. 1st - Mar. 31st**), the shuttle-service runs everyday (except holidays), the 22:00 (10PM) ride from Naples ***is not active**.

2.1.2 During winter season (**Nov. 1st - Mar. 31st**), shuttle-shared reservation must be made for **at least 2 passengers**, so, a Client reserving for 1 seat will pay for 2.

2.2 Here's the shuttle-shared timetable for transfers from/to Rome:

TIMETABLE Apr. 1st - Oct. 31st				
	ROME TO Sorrento Positano Praiano	SORRENTO TO Rome	POSITANO TO Rome	PRAIANO TO Rome
Morning		05:00 08:00	04:40 07:40	04:20 07:20
Afternoon	14:00 18:00	14:00 17:30	13:40 17:10	13:20 16:50

2.2.1 During winter season (**Nov. 1st - Mar. 31st**), the rides from/to Rome **are not active**.

3 PAYMENT

3.1 Payment of the reservation can be made by different methods, depending on the type of booking::

- **Online:** PayPal, credit card (Visa/Mastercard).
- **On board:** Cash.
- **In office:** all the methods listed above.

3.1.1 If the chosen payment method is **PayPal**, the total amount of the service will receive a surcharge of **+4%** (PayPal fees).

3.1.2 If the chosen payment method is by **credit card**, the total amount of the service will receive a surcharge of **+3%** (bank charges).

3.1.3 If the chosen payment method is **cash**, we require credit card details **only to guarantee** the reservation, payment will be made at the end of the trip directly to the driver..

3.2 Tips are not included in the price, customers are free to choose how and whether to tip the driver on the spot.

4 CANCELLATION AND MODIFICATION

4.1 The cancellation of the Client's reservation can be made only by e-mail, telephone call or directly at the office. It is not possible to cancel a reservation with the driver. If the Customer does not receive an email confirming the cancellation of the service, it is the Customer's responsibility to call the offices of Enjoy Travelling.

4.2 In case the customer has already paid for the service, to be able to obtain a refund of the cancelled reservation, the request must be received within **48 hours** from the date of transfer, in this case no penalty will be applied.

4.2.1 If the cancellation request is received **less than 48 hours** before the date of the first service, no refund is available to the Customer. The service will be considered a "**no show**".

4.2.2 If the cancellation request has been received **less than 48 hours** and the Customer has not yet paid for his service or has not shown up at the meeting point, the full amount of the booked reservation will be charged to the credit card provided at the time of booking.

4.3 Any changes to the booked service, requested by the Customer , will be subject to availability and may result in an increase of the applicable price or administrative costs . Any changes must be agreed with our customer service.

5 CARRIAGE AND LUGGAGE CONDITIONS

5.1 Car seat will be provided free of charge but must be requested at the time of booking. Customers can provide their own child seat by giving us notice.

5.2 Customers are required by law to wear the provided seat belt while on board and until the vehicle has stopped completely . It is the Customer's responsibility to comply with this requirement.

5.3 It is recommended to book a shuttle that leaves at least 4hr before the flight and at least 3hr before other travel connections (trains/buses). Passengers who do not meet this deadline are aware that they are responsible for the chosen departure time, therefore Enjoy Travelling will not be liable for any expenses incurred by the customer due to any missed connection.

5.4 Enjoy Travelling reserves the right (and delegates to its drivers and appointed agents) to refuse to transport any person under the influence of alcohol or drugs and/or whose behaviour is considered a threat to the driver, the vehicle or other passengers. In these circumstances Enjoy Travelling reserves the right to refuse any refund and no alternative transfer service will be provided.

5.4.1 The passenger(s) is responsible for all damages caused by their own act of vandalism during the transfer. Enjoy Travelling reserves the right to refuse to continue the service and cancel it immediately, automatically cancelling any other bookings without any right to refund.

5.5 All passengers are entitled to a normal bag and soft bag. Any extra luggage must be declared at the time of booking.(**cost for any extra item is 5 €**) . Enjoy travelling and drivers are not responsible for any items or valuables forgotten in the vehicle, customers must make sure they have with them personal belongings and luggage when leaving the vehicle and before the driver has left.

5.5.1 Enjoy Travelling reserves the right (and extends this right to its designated drivers and agents) to refuse carriage for any individual exceeding the declared number of bags at the time of booking, Especially when the vehicle capacity cannot accommodate additional space. In such cases, Enjoy Travelling reserves the right to refuse any refund request.

5.5.2 Luggage and other personal effects remain the responsibility of the passenger. Enjoy Travelling advises the Customer to be present when placing and taking out the luggage from the vehicle .We also recommend to label all the luggage to avoid confusion, with the owner 's name and surname and to keep valuables such as electronic equipment, ID documents, credit cards and cash.