

cancellation policy

1-no charge for cancellation until 48 hours before the service

2-after this time (47 hours) we'll charge 50% of the total

3-cancellation same day of the service we'll charge the full amount

No Show Policy

A no show fee equal to the reservation rate that will be charged on your credit card.

To avoid a late cancellation or no show fee, the reservation must be cancelled in accordance with ComoLakeChauffeur s.n.c cancellation policy. If you decide to cancel your reservation call our company telephone number: (+39) 3406487574 - (+39) 3384037694

If you experience difficulty locating the chauffeur, please call the telephone number listed on the email confirmation. Leaving the pick-up location without notifying ComoLakeChauffeur s.n.c will result in a no-show charge.

Waiting times:

The driver will wait for passengers' flight arrival at the airport in the arrival area.

After 60 minutes of flight landing time, if passengers did not keep contact with our sales office or with the driver, you will be considered as no-show.

In railway station or port the driver will wait at the place indicated on the booking. After 30 minutes from the arrival of the ship or of the train , if passengers did not keep contact with our sales office or with the driver, we will apply no show.

In the hotel or location, the driver will wait 30 minutes after which is if passengers did not keep contact with our sales office or with the driver , we will apply no-show.

Wait Time Policy

All airport transfers or any other service allow for reasonable wait time due to flight and baggage delays or any other urgent reason. If the customer requests additional wait time at either the pickup or destination location, it will be added to the service rate.

Damages and Lost Objects

ComoLakeChauffeur s.n.c has no liability on client's personal objects that are lost.

In our vehicles it is forbidden to smoke, drink, eat and use unauthorized substances therefore the client is responsible of any damage occurred in the time to reach the destination.

Billing

the total amount of reservation will be billed directly to the customer /person who requested the service, based on the details supplied by customer / person in the reservation form.

Government's instruments

These Terms are subject to the provisions of Italian law. For any disputes that may arise between the customer and ComoLakeChauffeur s.n.c competent will be the Court in Como.

Protection of personal data

Under Legislative Decree d.lgs. 101/2018, the personal data that will be freely provided will be kept on a secure database. The data will be processed by ComoLakeChauffeur s.n.c.

The data controller of your personal data is ComoLakeChauffeur s.n.c located in via Ravanera 7 Como (CO) Italy.

Under d.lgs. 101/2018 (the full text can be found at the Guarantor for the privacy web site address: www.garanteprivacy.it) responsible for the processing of personal data is the Chief ComoLakeChauffeur s.n.c in accordance with article of Legislative Decree mentioned.

ComoLakeChauffeur s.n.c. di Frassi Loris e Ghadar Ali

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