



GENERAL TERMS OF SALE:

ARTICLE 1: GENERAL

Any order implies acceptance of “VIP SERVICES” Grenoble Isère Transport General’s Terms of Sale. Any free quote is valid for 1 Month. Subject to availability.

ARTICLE 2: PRICES

Prices quoted take into account all taxes linked to the service. No supplement will be required of you, unless stated otherwise by you on the initial order form.

Any service is payable in full upon completion.

Our prices include VAT at 10%.

ARTICLE 3: THE ORDER

Photos of vehicles can be modified without prior notice and are non-contractual. However, your vehicle will always be from the service category chosen. VIP SERVICES may operate in collaboration with other transport companies.

The order must be placed by the customer at least 48 hours in advance (by one of the ordering options available) in order to be fully satisfied and fulfilled under the best possible conditions. In any event, an order form will be sent to you which you would need to return to us signed (by email, fax or post (a minimum of seven working days before the mission date)). Acknowledgement of receipt and confirmation of the reservation will be sent to you according to our regulations.

ARTICLE 4: CANCELLATION / DELAY / ADDITIONAL COSTS

VIP SERVICES must be notified as soon as possible of any change so as to best prepare the transport solution and ensure the service is of the proper standard. Last minute changes may not be accepted if they disrupt the day-to-day organisation of VIP SERVICES.

If VIP SERVICES is compelled to cancel a service for reasons of force majeure, the customer may claim no compensation.

Cancellation and No-Show Conditions: Cancellation without penalty up to 5 days before the date of the mission, 50% payable between 72 hours and 5 days before the mission, and 100% payable within 72 hours of the mission (unless otherwise agreed between the parties).

If additional stops or waiting times make the complete trip longer than the agreed duration, overtime will be invoiced.

Any flight delays (beyond a discretionary hour offered free of charge) or departure delays will be invoiced on top. Any hour begun is due in full at the hourly rate appearing on the order form.

Any modification to the route made by the customer during the mission, which involves a change to the programme, may result in additional charges to be paid up front or at the end of the mission.

The service is valid once only, and if the customer is not present at the meeting point the service will be considered definitively lost, and will not be reimbursed.

ARTICLE 5: PAYMENT

The times taken into account are considered ex-garage (Grenoble) and return-garage. Payment options: Bank transfer – Cash – Carte Bleue. All payments must be made in Euros (€). Terms of payment: 50% at the time of order upon receipt of the order form, and the balance at the end of the mission (unless otherwise agreed between the parties).

The customer authorises VIP SERVICES to charge down payment and services to the bank cards provided as guarantee.

ARTICLE 6: LIABILITY

Since our drivers are liable throughout the vehicle rental period, they are required to respect prevailing laws and ensure that others do likewise. Under no circumstances may the customer ask the driver to exceed the authorised speed limit or commit Highway Code offences.

VIP SERVICES reserves the right to cancel the service in progress if the driver notices that the customer is committing an offence, for example using illegal drugs, but also if the customer's behaviour threatens the driver's safety, that of passengers or rented vehicles, but also if the customer is insulting to the driver. He has strict instructions to immediately stop the mission in progress in case of infringement with no possibility of reimbursement.

The customer's luggage or any other belongings remains the responsibility of the person transported. VIP SERVICES cannot be liable in the event of theft of valuables or luggage left in the vehicle.

Any damage caused to the interior of the vehicle will be charged to the customer. Smoking is forbidden in the vehicle.

Customer liability. VIP SERVICES reserves the right to sue if the user disrupts the company's operations in any way (wilful damage, poor behaviour).

ARTICLE 7: CLAIMS

Claims can only be accepted within 8 days of completion of the mission. In case of dispute, the Commercial Court of Grenoble is the sole competent court.

ARTICLE 8: MISCELLANEOUS

The quantity of luggage transported is proportional to the capacity of the vehicle.

Our vehicles are non-smoking and no animal will be accepted inside.

VIP SERVICES reserves the right to use photographs taken during its missions for promotional reasons.