Moveo Group SRL
Terms and Conditions

1.1. CANCELLATIONS FOR CARS, VANS

Cancellations and changes are accepted by both email info@moveogroup.be and phone +32 460 97 10 75 with a written proof in any case. Other cancellation methods are not permitted. Order is considered canceled/changed after the client receives cancellation/Change confirmation by e-mail. For general bookings, cancellations made more than 48 hours before the scheduled service time will not incur any charge. Cancellations made between 48 and 24 hours before the scheduled service time, 50% of the invoice value will be charged. While cancellations made less than 24 hours before the scheduled service time, the full reservation amount will be charged. For events involving multiple vehicles or transfers on the same day, cancellations made more than 72 hours before the scheduled service time will not incur any charge. Cancellations made between 72 and 48 hours before the scheduled service time, 50% of the invoice value will be charged. While cancellations made less than 48 hours before the scheduled service time, the full reservation amount will be charged. Moveo Group requires that all changes be received by email (changes cannot be made with drivers). Moveo Group will do its best to change with no cost an order but reserve itself the right to charge or not the mission according to the availability. Therefore, if a change cannot be accommodated & results in a cancellation you will be charged in full for the order.

1.2. CANCELLATIONS FOR MINIBUS & BUS

Cancellations and changes are accepted by both email info@moveogroup.be and phone +32 460 97 10 75 with a written proof in any case. Other cancellation methods are not permitted. Order is considered canceled/changed after the client receives cancellation/Change confirmation by e-mail. For general bookings, cancellations made more than 5 working days before the scheduled service time will not incur any charge. Cancellations made less than these 5 working days before the scheduled service time result in the full reservation amount cancellation. For events involving multiple vehicles or transfers on the same day, the same cancellation policy applies. The selection of the bus will be decided internally according to the group size. We reserve ourselves the right to appropriately select the vehicle for the mission.

Devis et programme soumis à la réglementation européenne 561/2006 sur les temps de conduite journalier.

2.0 DRIVING TIMES AND EU REGULATIONS FOR MINIBUS & BUS

Weekly Rest The weekly rest is 45 hours after 6 days or 6 shifts, which ever comes sooner, if drivers work 4 days and take 45 hours the working week starts again. Weekly rest may be reduced to 24 hours away from base but must be compensated for within the next 3 working weeks and this can be done as follows: Weekly rest of 36 hours then the next week drivers take 11 hours daily rest plus 9 hours to compensate the weekly rest, making the break from duty 20 hours. We can also make up weekly rest by adding hours on to the end of the daily rest, 11 hours rest plus no less than 3 hours as we can not take two reduced weekly breaks next to each other. 10 hour Day Drivers may drive 10 hours in one day once in the 6-day working week, I.E: 4.5hrs + 45mins + 4.5hrs + 45mins + 0.5hrs = 10 hours. Daily Breaks Drivers can drive for 4.5 hours and after this they must take a 45 minute break, this can be split (take 30 minute parts first) I.E: 2hrs driving, 30 minutes break, 2hrs driving, 15 minute break = 4.5hrs. Drivers must not exceed the 4.5 hours, at the end of your duty you must take an 11 hour break which can be reduced to 9 hours three times a week. Spread Over Drivers can work 15 hours a day driving for 9 hours in the format of 4.5 hours then a 45 min break. Once a week this can be extended to 10 hours driving according to the information above. Drivers may also do one 16 hour spread in the working week but must take at least one 3 hour break from duty. It is important that drivers keep a log of all work and this should be a 6-day working week. Drivers cannot work any more than 6 days without taking a weekly rest.

Plus d'infos sur : www.fbaa.be

2. WAITING TIME, OVERTIME, EXTRA STOPS

Moveo Group provides up to **40 minutes of free waiting time on airport arrival**, **20 minutes on railway** stations and or hotel or any address pick-ups with 15 min free wait time are provided.

If the client doesn't find the driver, please call +32 460 97 10 75 or the driver himself if the office provided his mobile. After this time, waiting time charges apply. To avoid being charged extra /for a no-show, do not leave your location without contacting us by phone +32 460 97 10 75 or by sending an email to info@moveogroup.be. The initial confirmation of the price does not include:

• overtime charges incurred during the performance of hourly trip(s)

• stops made during POINT TO POINT trips, stops made

• waiting time incurred during a TRANSFERS, extra stops not listed, waiting time which exceeds the minimum rental period.

- Sauf mentions contraire, les parkings, logement (en chambre single avec sdb et wc) et repas des chauffeurs sont à charge du client dès lors que l'hébergement n'est pas réservé par MOVEO GROUP. En cas de prise en charge par MOVEO GROUP : 200,00€ HTVA par jour sont chargé par chauffeur.

- Toute commande est soumise au règlement d'un acompte de 50% minimum dans le cas où le client n'a pas collaborer avec MOVEO GROUP par le passé ou que le bureau en formule la demande. Dans le cas d'un acompte, le solde de la facture doit être réglé avant le départ de la mission.

- MOVEO GROUP se réserve le droit de recourir à du matériel roulant sous-traité.

3. DAMAGES TO THE VEHICLE

Additional charge will apply to any damage made to the vehicle(s) during the performance of trip(s). Client holds limousine service harmless and not liable for any personal or material damages arising from the conduct of his/her party. Client is responsible for damages to the vehicle committed by his/her party during service, either willfully or accidentally.

4. MISCELLANEOUS

Client assures that no illegal drugs or alcoholic beverages will be consumed in our vehicle(s). Client agrees that the passenger capacity of vehicle provided shall not be exceeded. In case of misconduct by your party, chauffeur has the right to terminate this agreement report to the dispatcher and charge for the time consumed in case of misleading the company without any refunds.

5. RATES & BILLING

All Rates are subject to audit after order completion, to include additional Waiting Time, Overtime, Extra Stops, Extra hours etc. All reservations are subject to a guaranteed payment. A credit card number will be taken and may be charged at the time of the reservation.

Gratuity is at your discretion.

6. PAYMENT METHOD

Moveo Group accepts Visa, MasterCard and American Express, cash payments or wire transfer. CC transaction are submitted to 5% CC fee.

7. LOST OR DAMAGED ITEMS

Moveo Group are not responsible for items that are left in the vehicles, lost or damaged. We reserve the right to charge a delivery fee for returning lost items if found.

8. DISPUTES

Your use of MOVEO GROUP services indicates your acceptance of these Terms and conditions. The Belgium laws shall govern these Terms of Use. Any and all disputes pursuant to these Terms of Use, or otherwise between the parties, shall be submitted to binding arbitration in the local region in charge in accordance with the Belgium commercial rules.

9. PENDING INVOICE: PENALTY FEE

Please note that invoices are due and payable upon receipt. At 30 days, interest on the outstanding amount accrues at 15 percent.