

CCVM SERVICES LTD

TERMS AND CONDITIONS

CCVM Services LTD collects bookings for taxi rides via our website, ccvmservices.com, and through the WhatsApp messenger.

The transportation services are provided by our drivers or subcontractors working with CCVM Services LTD, who operate as independent contractors.

As the main operator, CCVM Services LTD verifies the availability of drivers and subcontractors in the specified area and time.

The transport contract is made directly between you and the driver or subcontractor, and we act as an intermediary, connecting you with the appropriate driver via our website or WhatsApp.

Transportation services are provided either by our own driver or by a person working for us as a subcontractor.

If you pay by card, the payment can be made to the driver or via a prepayment at the time of booking. Further journeys may require a prepayment before the service is carried out.

CCVM Services LTD acts as a licensed operator, connecting passengers with drivers, and all transport services are provided by independent contractors.

If no local driver is available, the booking may be passed to another licensed operator within the CCVM Services LTD group, in accordance with legal regulations.

The terms on the website ccvmservices.com are sample terms of the agreement between you and the driver and may be adapted, but certain minimum requirements always apply.

Bookings are made via the website ccvmservices.com or via WhatsApp, not through an application.

By using the website, you agree not to misuse it in any unlawful manner or to defame or harm others.

We reserve the right to suspend access to the website if you breach these terms.

Booking services are provided free of charge, unless a booking fee is separately agreed and notified to you before booking.

Fare estimates given at booking time are only estimates and may vary depending on location, time, or delays.

Actual fares may differ and are calculated based on the applicable tariff at that time.

Additional costs may apply if a specialist vehicle is required, such as for disabled passengers.

Promotional offers are valid only for future bookings via the website and can only be used with card payments.

Payments may be made to the driver or via prepayment at the time of booking. Longer journeys may require prepayment before the service.

Your data is secured, and we act as an intermediary, connecting you to the driver via our website and WhatsApp.

NOTICE: During the provision of the service, CCVM Services LTD is not liable for delays caused by external factors, such as weather conditions, traffic accidents, roadworks, or other unforeseen circumstances.

Therefore, the passenger bears full responsibility for any consequences of delays, including costs arising from missed flights, late meetings, or other critical events.

The passenger is responsible for covering any costs of vehicle repair or cleaning if damage occurred due to their fault, such as intentional damage or gross negligence during the trip.