

Prague City Apartments - Terms & conditions - transfers

1. PCA guarantee service accuracy only if booked directly with PCA central reservation office. We can therefore not guarantee accuracy and faultless, nor can we be held responsible for errors or inaccuracies if you book transfer with a third party. All bookings are subject of accepting these PCA Terms & Conditions.
2. PCA act in the airport transfer as an agent, for this reason, the transfer provider remains responsible for any circumstances during the transportation. All transfer providers selected and approved by PCA must hold obligatory insurance plus damage liability. Customer's property is carried entirely at his or her own responsibility and no liability can be accepted for loss or damage. Therefore we recommend you to obtain own travel insurance.
3. Airport transfer reservation can be accepted by PCA only if you provide as with the full arrival / flight details information as: arrival date, flight number, starting destination, arrival time, number of adult passengers, number of children under 12 age plus their age. The confirmation email or printed voucher is deemed to be your ticket. Please check carefully all details in the confirmation. We take no responsibility for later claims based on inaccuracy of reservation. You may be asked to show it to the driver for both the arrival journey and return trip.
4. However we confirm estimated pick-up time for the return transfer at the time of reservation PCA may contact you later afternoon on the day before your departure by the phone or by written message in the apartment with final confirmation or with time amendment if necessary due to the adverse weather forecast or estimated traffic delays on peak periods.
5. Passengers are limited to two main items of luggage, any excess luggage must be declared at the time of booking. PCA reserve the right to charge a rate corresponding to more passengers for items exceeding this allowance or refuse to transport the items.
6. Where two or more people are included on the same transfer reservation, the person making reservation acts as an agent for all members of the party, and accepts these booking conditions on behalf of each member of the party.
7. In the event that your flight is delayed or you need to proceed lost luggage claim, it is your responsibility to contact PCA with this information. Failure to do so may result in a cancellation of your transfer. PCA reserve the right to charge a cancellation fee of 300 CZK / 12 EUR per car, after the first hour, or to cancel significantly delayed transfers. The drivers check regularly arrivals board on the airport however we take no responsibility for non-displayed delay of particular flight. Contact us once you arrive to Prague, we will organize alternate transportation to the apartment. Please note that alternate transfer is never offered on complimentary basis if not agreed at the time of reservation.
8. Transfer service organized by PCA includes airport / train station pickup, key collection and check-in procedure in the central PCA reception desk and "to the apartment door delivery". In the event of heavily delayed flight or long baggage claim the full service will be at the driver's discretion and may dropped at the PCA central reception desk if the vehicle is to be used for a consecutive transfer. We will than organize the remaining part of your transfer, an extra charge may apply.

9. We do not charge any additional or waiting fees or penalties for notified or displayed flight delays.
10. PCA will apply a cancellation charge in the full amount of confirmed price on any transfers cancelled less than 3 hours before the arrival time or no show. PCA will provide you with a receipt/invoice for insurance purposes on request. Booking amendments are free of charge if received 3 hours before the arrival time by the latest.
11. Your driver will be holding a card with your surname on it in the 'Arrivals' area of the airport / train station. Please be vigilant when you have left arrival gate. If you fail to meet the driver, please call PCA 27/7 customer help line, we will advise the driver's current location. You can call +420 224 990 990 from you GSM phone or Toll free number 800 800 722 from the public phones located at arrivals lobby by the exit gates.
12. PCA reserves the right to refuse to carry any person who is thought to be under the influence of alcohol or drugs and/or whose behaviour is considered to pose a threat to the driver, the vehicle or the other passenger(s). Smoking and consuming alcoholic drinks inside the vehicle is not permitted.
13. PCA will endeavour to arrive on time to begin the transfer and reach its destination as estimated, as well as to carry the passenger with the minimum discomfort and inconvenience. PCA will not incur any liability whatsoever in the event of any delay due to causes beyond its control e.g. traffic accidents, weather delays, problems with other customers, delays due to the Police actions, health issues etc.
14. Due to unforeseen circumstances PCA reserves the right to join more reservations into one vehicle if not exceeding the standard number of seats. An appropriate refund will be made to those who booked non-complimentary transfer.
15. In the event that alternate transportation for whatsoever reason is arranged by guest without prior agreement with PCA, PCA reserves the right to refuse any compensation or reimbursement. If we fail to pick you up for hereinbefore-named unforeseen circumstances we will reimburse your expenses up to the price of the journey booked only.
16. Please pay your transfer directly to the driver if not agreed differently at the time of booking. The drivers accept cash payments in CZK or EUR only or credit card payment (VISA, MC/EC). The payment by credit card is always charged in CZK, the exact conversion into your currency depends on the daily rate between CZK and EUR of your credit card bank and might vary from promoted rates in EUR. Please note that we do not accept electronic cards e.g. Maestro, Visa Electron etc.
17. If you are not satisfied after using our service you can claim refund or any other compensation within next 24 hours. If you provide us with serious reasons of your dissatisfaction, then we guarantee you full refund or next airport transfer for free!

Thank you.

PCA