



COMMERCIAL TERMS – CANCELLATION POLICY
Rates – Reservations – Hiring – Modification and/or Cancellation

Services that require a **Bilingual Driver** (*Spanish-English*) due to special characteristics and logistics are only available in **Executive** or **Premium** categories.

❖ Prices are NOT commissionable nor include:

1. Tolls or tele-tolls (round trip on highways, for safety reasons)
2. Parking or parking tickets
3. Waiting time per hour (fraction every 15')
4. Calls from / to cell phones for announcing readiness of the vehicles, during or after each transfer
5. Plus for administrative procedures and messenger services requested to drivers: **20%** additional
6. Plus for driver's bilingual service: **20%** additional
7. If a specific driver is required, the service's category according to his profile is billed (**Executive** or **Premium**, if applicable)
8. If the vehicle must travel unpaved roads, the cost of the washing is borne by the Customer
9. Plus Night Service from 09:00 p.m. to 06:00 a.m.: **20%** additional, effective since 01.02.2011
10. **AFIP** on Private Cars: Law 23349 (VAT) 10.50% additional when transfer exceeds 100 km
11. **AFIP** on Minivans – Van – Minibuses and Buses: Law 23349 (VAT) 10.50% additional always.

RESERVATIONS / MODIFICATION / CANCELLATION

Call Center from 07:00 a.m. to 11:00 p.m.: 5353-0000 and/or 0800-345-2300 -

WhatsApp +54 9 11 4997-0356

E-mail: reservas@bestdrivers.com.ar and/or reservas@best-drivers.com.ar

App: <http://bestdrivers.com.ar/karbooking/login.html>



CANCELLATION / MODIFICATION CHARGES	Minivans/Van/Minibuses	M Benz/Buses
Within 24 hours before the start of the service	100%	100 %
Within 48 hours before the start of the service	50%	
Within 72 hours before the start of the service	50%	
<ul style="list-style-type: none">• The cancellation and / or modification charges are based on the hiring policies of this type of 'critical and special' services, where once the vehicle is reserved / blocked, it no longer takes any other commitment from transfers. For this reason the charge is 100%, as if the service had been used.		

PRIVATE CARS:

RESERVATIONS / MODIFICATION / CANCELLATION:

- Modifications / cancellations of reservations or trips in the downtown area of the City of Buenos Aires, **within 60 'minutes prior to the appointment time** - will not suffer expenses.
- Modifications / cancellations of reservations or trips in the downtown area of the City of Buenos Aires, **less than 30 minutes prior to the appointment time** - will generate a charge equivalent to a **minimum trip** - without exceptions.
- Modifications / cancellations of reservations or trips originating in other areas of the City of Buenos Aires, **less than 60 minutes prior to the appointment time** - will generate a charge equivalent to the cost of a transfer from Best Drivers headquarter to the area of the beginning of the trip.
- Modifications / cancellations of reservations or trips originating in the Great Buenos Aires (**up to 30 km from downtown**), **less than 60 minutes prior to the appointment time** - will generate a charge equivalent to the cost of **item number 5** of our General Rates: **"GBA1"**.
- Modifications / cancellations of reservations or trips originating in the Great Buenos Aires (**up to 60 km from downtown**), **less than 90 minutes prior to the appointment time** - will generate a charge equivalent to the cost of the kilometers from downtown to the starting point of the trip (formula on App: 0 – A).
- Modifications / cancellations of reservations or trips originating in the Great Buenos Aires (**up to 100 km from downtown**), **less than 120 minutes prior to the appointment time** - will generate a charge equivalent to the cost of the kilometers from downtown to the starting point of the trip (formula on App: 0 – A).
- **Services requested at the MOMENT** (without previous scheduling), once estimated delay is accepted, if canceled will be charged with the cost of a transfer from Best Drivers headquarter to the area of the beginning of the trip.

NO SHOW: In receptive services (*terminals, ports and/or airports*) the Driver will be positioned in the central hall with a sign and information provided by the Client or with the Passenger's surname and first name, as previously agreed. In the event that the passenger(s) cannot find the Driver with said sign, they must contact the assigned Driver by telephone, or our offices from 07:00 a.m. to 11:00 p.m. at **5353 0000** or our toll-free number **0800-345-2300** and one of our Collaborators will immediately assist you to arrange the Driver's finding. However, if the passenger(s) left without contacting our offices, the service will be charged as it was requested plus generated expenses as long as **BESTDRIVERS** provides receipts that prove the entry on time to the airport or terminal according to the flight landing confirmation time by the Air Company.

This policy also applies to services at other meeting points. We can as well provide the real time vehicle's activity map from our App, which is exclusive for Clients, bringing greater transparency to our processes. Users can also verify the Driver's location in real time by entering to our Web or App.

Alberto Coppani
Founder – Socio Gerente