

Terms & Conditions

Please read our terms and conditions carefully before using our service.

1. Cancellation Policy:

- Riders are available to cancel any bookings before a driver is assigned to the trip and if they do so there is no fee to pay. After a driver is assigned to the trip the full estimated amount of the trip has to be paid, no refunds available. Drivers are assigned to the trips automatically by our system, based on trip location.

2. Airport arrivals:

- Riders should book a trip after they are done with airport processes (custom clearance, picked up luggage...), our drivers only need a short time to get to the pick up location. The pick up location is restricted by the airport, please meet the driver at door 12 departures (upstairs, next to Hotel Marriott). Please note that our drivers are not allowed to pick the riders up at the arrivals.

3. Wait time and fees

- Our drivers will wait you at the pick up location booked by the rider. The first 5 minutes waiting is free, after the 5 minutes “grace” period our system will automatically charge \$5 for every 10 minutes started. After 35 minutes of waiting the booking will be cancelled and the full estimated amount for the booking will be charged.

4. Driver location and arrival

- Our dedicated GreenShuttle APP will provide our riders the location of the assigned driver and a notification will be sent through the APP when the driver arrives to the pick up location booked by the rider. Waiting fee will be calculated by our system based on the arrival time of the driver to the pick up location.

5. Bookings

- All bookings have to be made via our dedicated GreenShuttle APP (available for iOS and Android) and riders are responsible to provide accurate information for the trip including time, date, address and contact details. If the driver is unavailable to contact the rider, booking may be subject to cancellation and full estimated amount of the trip will be charged. GreenShuttle is not responsible for any mistakes made during booking by the rider.

6 Vehicle types

- Through the GreenShuttle APP our riders can chose between two different types of vehicles: “standard” and “Extra”. Ordering the standard option will provide our riders with clean vehicles (mid size sedans or bigger) for up to 3 passengers and cargo space for 2 standard size luggage and 2 carry-ons. Ordering the “extra” option will guarantee a large SUV or pickup vehicle for up to 4 passengers and enough cargo space for at least 4 standard size luggage.

7. Availability and cancellations

- All bookings made via our dedicated GreenShuttle APP are subject to availability and provided “As is” and “As Available”. GreenShuttle LTD cannot guarantee any trips, however we do our best to fulfill all orders. Bookings are not finalized until a driver is assigned by our system. If by any reason a booking is cancelled by GreenShuttle system no payment will be due to the rider.

8. Damage and cleaning

- Any damage caused to the vehicle by the rider(s) will result in a minimum charge of \$100, based on cost of damage. Cleaning or repair bill will be provided for the customer and charge will be due immediately after receiving the bill.

9. Errors and down times.

- GreenShuttle cannot guarantee a 100% problem free website or APP operation due to severe circumstances and not responsible for any loss.