LEGAL

Terms and conditions

1. Scope

These terms apply to chauffeur services of TransferAndo GmbH, Winkel (“TransferAndo”), booked online, by phone, WhatsApp or email. We may have journeys carried out by carefully selected partner transport companies; TransferAndo remains your contracting party and is responsible for your booking.

2. Booking and confirmation

An online booking is confirmed when the payment is complete. You receive the confirmation by email. Bookings by phone or email are confirmed in writing. Bookings of several days during events with special prices are arranged on request and paid in advance.

3. Prices and payment

Prices are in Swiss francs and include Swiss VAT, parking, tolls and vignettes. Transfers are priced by distance with a minimum per class; for transfers with neither end in the Zurich area (within 60 km of the city), the drive from Zurich to the pickup is charged per kilometre. Bookings by the hour start in the Zurich area, within about 40 km of the city (Zug and Lucerne included), and are priced by duration (at least three hours, or whole days of 24 hours), with 30 km included per hour; kilometres are counted from the pickup back to the pickup point. Online bookings are paid in advance by card through Stripe. Corporate clients with an approved account receive a monthly invoice, payable within 30 days.

4. Special prices during WEF

During WEF in Davos, special prices apply to all journeys with a pickup date (Zurich time) from the day before the Annual Meeting until the day after it ends (2027: 17 to 23 January): fixed prices for transfers between the Zurich area and Davos in either direction and for bookings by the hour in Davos (at least 8 hours); all other prices, additional kilometres included, are 2.5 times the usual rates, rounded up to CHF 5. Journeys with both ends within about 20 km of Davos (for example Davos–Klosters) are booked by the hour. The price is always shown before you book.

5. Waiting time and extras

We follow flights: flight delays are not charged. Included: 60 minutes after landing for airport pickups with a flight number, and 15 minutes for other pickups. When the included waiting time is over, we contact the passenger; if we cannot reach the passenger, the journey counts as a no-show (see section 6). For bookings by the hour, each started extra hour counts as a full hour and adds 30 km; additional kilometres are charged afterwards at the rate of the booked class. During the special-price period, additional kilometres and hours are charged at the special prices.

6. Cancellation and no-show

Free cancellation up to 24 hours before pickup; for journeys with a pickup date during WEF (see section 4), up to 14 days before pickup. Later cancellations are not refunded. If the passenger does not appear within the included waiting time and cannot be reached, the journey counts as a no-show: it is considered completed and the price is not refunded.

7. Passengers, children and luggage

Passengers and luggage must not exceed the capacity of the booked class: Business Sedan and First Class up to 3 passengers and 2 large or 3 medium suitcases; Business Van up to 6 passengers and 6 large or 8 suitcases in total. When you book, you state the number of suitcases and the child seats you need. Under Swiss law, children under 12 who are shorter than 150 cm need a suitable child seat; child seats are free. If a child travels without a booked seat, or the luggage exceeds the booking and does not fit, the chauffeur may refuse the journey; the price is then not refunded. Smoking is not permitted in the vehicles.

8. Liability and force majeure

TransferAndo holds a licence for professional passenger transport and insurance for passengers and luggage.

We plan every journey with a time reserve. Delays caused by traffic, weather and road conditions, road closures, orders of the authorities or other events beyond our control that we could not avoid despite this planning are deemed force majeure and are not our fault. Please also allow enough time for flights and important appointments.

We are liable for delays and for consequential losses such as missed flights, trains or appointments only in cases of intent or gross negligence. Liability for personal injury and under the Swiss Road Traffic Act remains unaffected.

9. Applicable law and jurisdiction

Swiss law applies. Place of jurisdiction is the seat of TransferAndo GmbH in Winkel (Bülach District Court, Canton of Zurich), subject to mandatory statutory places of jurisdiction, in particular for consumers.

Version

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