



SaudiGulf Airlines Terms and Conditions for Chauffeur Service

CHAUFFEUR SERVICES (LAND TRANSPORTATION) ARE PROVIDED BY A THIRD-PARTY SERVICE PROVIDER "AVIS".

1. Chauffeur Services are currently available for customers in the cities of Jeddah, Dammam, Khobar, Dhahran, and Riyadh.
2. Chauffeur Services are available to customers during the on-line booking process and after issuance of the ticket.
3. Chauffeur Services are not available to minors unaccompanied by a parent or guardian in the car.
4. Chauffeur Services must be booked at least 24 hours prior to the scheduled time of departure of the flight.
5. Service Provider "AVIS" to make a confirmation call to the customers 24 to 36 hours before the pick-up time, followed by SMS confirmation to their registered mobile numbers, which shall include pick-up time & driver contact details.
6. Customers not availing the service after booking the Chauffer services must call and inform SaudiGulf reservations on 9200 22022 at least 24 hours before the scheduled flight departure time, otherwise the booking charges shall be non-refundable.
7. Changes to the Chauffer Services timings are permitted free of charge 24 hours prior to the scheduled departure time of the flight. The charges for Chauffeur Services are non-refundable & non-changeable within 24 hours of the flight scheduled departure time.
8. To book the Chauffeur Services, details such as telephone contact numbers (Valid customer mobile number with international dialling code is mandatory), full address, location map (if possible), pick-up time and city code are mandatory requirements for Chauffeur service to be provided.
9. Pick-up time selected by customer shall be subject to final confirmation by Service Provider to the customer 24 hours prior to the pick-up time. Customers shall be contacted only on their valid mobile numbers registered at the time of the booking.
10. Customer with confirmed Chauffeur Services are required to arrive to the Airport at least **01 Hour & 15 Minutes (75 Minutes)** before flight scheduled departure time for domestic flights, the customers are requested to agree to the pick-up time with the Service Provider accordingly.
11. Chauffeur Service operates within specific distances at cities where offered, also special rates apply for requests out of the city range.

12. The maximum waiting time for the Chauffeur Service for the pick-up is 20 minutes, after which the driver is to be released to the next assignment.
13. If customer does not appear and make contact with the Service Provider's driver at the booked time at the designated pick-up point, no amount shall be refundable to the customer after 15-minute waiting time.
14. Chauffeur Service bookings of Service Provider takes into account the availability of the vehicles in the Service Provider's fleet. Upon acceptance of a Chauffeur Service booking by the Service Provider, the Service Provider reserves the availability of the vehicle solely for the customer and subsequently refuses all other bookings for that vehicle at that selected time and date. In case the selected vehicle is not available, Service Provider is to provide the customer an equivalent vehicle of the same capacity.
15. Service Provider shall endeavour to ensure that the vehicle(s) arrive at the time and place requested. However, Service Provider cannot accept responsibility for delays caused by circumstances beyond the Service Provider's control, such as but not limited to mechanical failure, traffic jams, traffic accidents or extreme weather conditions, etc. Nor does the Service Provider accept responsibility for any loss or consequential loss of items including but not limited to baggage loaded or left in the car.
16. The Chauffeur Service driver shall take the most appropriate route for the trip as per his company policy, and shall not entertain any request or instructions from the customer to change the route.
17. Chauffer Services are point to point services only and the driver will not entertain any en-route pick-ups or drop-offs during any trip.
18. Service Provider reserves the right to refuse entry to the Service Provider's vehicles to anyone who is thought to be under the influence of alcohol or drugs and/or whose behaviour poses a threat to the safety of the driver, the vehicle or other accompanying relatives or other persons within the vehicle. Service Provider further reserves the right to terminate any trip due to unreasonable or improper behaviour by any customer.
19. Nothing contained in these Terms and Conditions affects the customers' statutory rights.

SAUDIGULF CHAUFFEUR SERVICES (LAND TRANSPORTATION) ARE PROVIDED BY A THIRD-PARTY SERVICE PROVIDER. SAUDIGULF AIRLINES IS NOT LIABLE OR RESPONSIBLE FOR THE SELECTION OF SUCH SERVICE PROVIDER OR FOR ANY ACTS OR OMISSIONS OF SUCH SERVICE PROVIDER, NOR FOR ANY DEFICIENCY IN THE OFFERED FACILITIES AND / OR SERVICES. IN PARTICULAR, SAUDIGULF AIRLINES HAS NO LIABILITY FOR LOSS OF BAGGAGE, PERSONAL INJURY, OR DEATH INCURRED DURING THE USE OF SUCH SERVICES, OF WHICH WILL BE UNDER THE SERVICE PROVIDER RESPONSIBILITY IN ACCORDANCE WITH KINGDOM OF SAUDI ARABIA APPLICABLE LAWS.