



The Cooperative Society of Independent VTC Drivers for an independent, sustainable, rich, lively and diversified life and activity.

Booking conditions

100% guaranteed for your trip with us, no risk of cancellation on our part.

Minimum cancellation period:

1- For a race booked 24 hours in advance:

- The minimum time required is 24 hours before the departure of your trip.

2- If your race was booked less than 24 hours in advance

- The minimum cancellation period is 60 minutes.

By making a booking with Super Travel, the first person named on the booking agrees, on behalf of all people named on the booking, that:

Read and accept the SCCVI terms and conditions. You agree to our use of personal data in accordance with our Privacy Policy and are authorized to disclose your personal data on behalf of all persons named in the booking, including, where applicable, certain categories of data (such as information about the health or we have a disabled person). And Age over 18 years; Accepts financial responsibility for paying the reservation fees on behalf of all persons named in the reservation.

1- Contract:

When you make your booking, we will arrange for you to enter into a contract with the relevant SCCVI (Super Travel) service drivers (i.e. the transport driver) of the transport journeys, as indicated on your e-ticket. Your reservation with us is subject to these General Conditions SCCVI (Super Travel) and the specific terms and conditions of the relevant SCCVI (Super Travel) service driver(s) with whom you are contracting and you are advised to read them carefully. The Service Providers' booking conditions may limit and/or exclude the Service Providers' liability to you. Please ask us for copies if you do not have them. Your reservation is confirmed and a contract between you and the order service provider will exist when we send you a confirmation on their behalf. We have the right, on behalf of the SCCVI service providers, to refuse any order placed by you. We guarantee successful assignment of a supplier/principal to each booking request. In the unlikely event that we are unable to assign a Supplier/Principal to your booking request, we will email you to let you know as soon as possible.

2- Reservation:

You must check all information you provide to us at the time of booking to ensure that it is correct, including delivery and travel information. Once these details are confirmed, we will confirm the booking with the main drivers of SCCVI. Please check that all names, dates and times are correct upon receipt of all documents and notify us immediately of any errors. Any changes to this information due to your error may result in charges for its correction. The booking information you provide to us will only be passed on to your main driver/transport manager or other persons necessary to carry out your trips/deliveries. If requested or required by law, information will not be provided to government authorities without your written authorization. This applies to all specific (sensitive) categories of information you provide to us. If we are unable to pass this information on to the relevant SCCVI service drivers, we will not be able to provide your booking. Full details of our data protection policy are available on request and on our website: www.sccvi.com

3- Payment:

To book selected journeys, you must either pay in full at the time of booking or where SCCVI (Super Travel) transport service driver's offer this option, unless otherwise stated in your confirmation email. If full payment is not received, where applicable, we will notify the lead supplier/manager who may cancel your booking and charge a cancellation fee as set out in their booking conditions. Unless otherwise stated in the booking conditions of the relevant supplier/manager, all monies paid to us by you for your journey will be held in the name of the SCCVI service providers/establishments and will be paid to the SCCVI service providers in accordance with our agreements with the supplier. The actor/principle is transferred. SCCVI/Main service providers. Please note that the 10% administration fee is non-refundable in the event of cancellation of the reservation. For unpaid credit card debts, SCCVI invoices the user for the costs incurred (bank, credit card institute) and reserves the right to levy administration fees adapted on a case-by-case basis.

4- Modification:

The user (as well as the guest) has the possibility to change the destination or pick-up location, even after the conclusion of the contract for access to the service, or even - if the SCCVI provider is able to accept - during the race. If the user or guest spontaneously wishes to extend the race (distance or number of hours), the actual service (total distance or number of hours) at the end of the race will be recalculated and invoiced according to the existing structure. The hourly reservation price is charged every 30 minutes from the block. To make planning easier, from the first extra minute, the extra time is added to the next half hour. After that, depending on the increase in Super Travel's cost compensation for the transportation contract in favor of the user, the fees received from the user will increase. If the distance or the number of hours reserved is less than what is provided for in the contract, the initially calculated package will not be revised.

5- Delay:

Depending on the time you specified, the waiting time will be calculated by the driver and you will have to pay the waiting time to the driver. Exceptional situations such as air traffic controller strikes, extreme weather conditions, etc. Only partial compensation can be granted, in which case the user must accept long waiting times or last minute cancellations.

6- Cancellation:

SIMPLE JOURNEYS

For single journeys, cancellation is free if more than 60 minutes before check-in time. If there are 60 minutes or less before pick-up or delivery, the customer must pay the entire trip or delivery price to the driver. Cancellation is only possible by using the cancellation function on the per-user application or website (www.sccvi.com) or by our administrator.

- Reservation by hour:

For hourly reservations, cancellation is free if more than 24 hours before pickup time. If there are 24 hours or less before the trip or delivery, the customer must pay the entire price of the trip or delivery to the driver. Cancellation is only possible by using the cancellation function on the app or website per user (www.sccvi.com) or by our administrator.

- Reservation changes generally, reservation changes are treated as a new reservation. The cancellation provisions therefore apply to the Course booked at the start. The amount charged by Super Travel for the trip originally booked may remain unchanged.

- No-show without cancellation, lateness of the user In the event of no-show without cancellation, the user loses his rights vis-à-vis the SCCVI service provider. However, this does not affect SCCVI's right to seek compensation from the user.

- A solo ride or delivery will not be displayed when the user or passenger does not show up at the pickup location within 30 minutes of the agreed pickup time without prior cancellation. In the event of a no-show, the course fee must be paid in full, but waiting time will incur additional charges. For airport or train station transfers (excluding main stations), when the user or customer does not show up at the scheduled pick-up location within 30 minutes of the pick-up time, we will not publish news without prior cancellation. But in the event of delay or progress in air or rail transport, the driver can adjust the transfer time according to the agreed time between the arrival time and the journey or delivery time specified in the contract. In case of no-show, the price of the journey or delivery will have to be paid in full, but the waiting time will incur an additional charge. These rules do not apply if the SCCVI service provider and the passenger have agreed a new transfer deadline by telephone. Additional charges may apply for wait time. As a general rule, the user does not have the right to change the transmission time.

- On-time booking is a no-show when the user or passenger does not show up at the pick-up location after the booked times end without prior cancellation. In the event of no-show, the user is required to pay the full price of the trip.

For airport or train station transfers (excluding mainline stations), there is no question of showing up when the user or guest does not show up at the agreed location after the end of the reserved hours without prior cancellation. But in the event of delay or progress in air or rail transport, the driver can adjust the transfer time according to the agreed time between the arrival time and the pick-up time stipulated in the contract. In the event of no-show, the user is required to pay the full price of the trip. These rules do not apply if the SCCVI service provider and the passenger have agreed on a new Transfer deadline by telephone. As mentioned, the booking time always starts from the delivery time agreed in

the contract. Until the reservation deadline is extended, the fees will be determined accordingly. As a general rule, the user does not have the right to change the transfer time.

- Behavior in the vehicle In the case of transport services provided by the SCCVI service provider, the user is required to adopt the following rules of conduct:

Throughout the duration of the race, all guests are required to respect the Highway Code, particularly regarding the wearing of seat belts. The user is required to follow the instructions issued by the SCCVI service provider. The SCCVI service provider is responsible for safety during the race. Therefore, it is prohibited to open doors during the race, throw objects out of the vehicle and/or remove body parts from the vehicle or shout during the race. If the user wishes to operate the vehicle's devices or equipment himself, he must follow the instructions provided by the SCCVI service provider. Smoking is prohibited in the passenger compartment of the vehicle. If the user or guest does not comply with this instruction, he or she is required to pay the cost of cleaning the car and compensation for the period during which the car could not be used. Eating in the car is prohibited. The consumption of alcoholic beverages requires the prior agreement of the SCCVI service provider.

7- Other supplements:

Waiting times for one-way tickets

For one-way journeys, if the pick-up point is an airport or train station (main stations only), the waiting time can be up to 30 minutes from the scheduled pick-up time, with additional waiting fees. But in the event of delay or progress in air or rail transport, the driver can adjust the transfer time according to the agreed time between the arrival time and the delivery time stipulated in the contract. Each additional minute of waiting is billed at a flat rate excluding taxes, taking into account the municipality concerned and the category of vehicle selected.

8- Additional km for reservation by the hour:

The hourly reservation includes the number of kilometers (per hour) as mentioned in the reservation form (or by telephone). Additional kilometers will be subject to a supplement plus value added tax depending on the rates available in the municipality concerned and the vehicle category selected.

By clicking "Yes, I agree", you agree to be bound by these SCCVI terms and conditions

These general conditions of use intended for customers have been approved by the

Members of the Cooperative of Independent VTC Drivers (SCCVI).

Geneva, May 2023