



## TERMS AND CONDITIONS

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# Argentina Trip Experience Group

### **Rate Application**

*Rate quotations provided by ATEG Int'l | Argentina Trip Experience Group are based on information provided by Client but final rate and service may vary based upon the actual service tendered.*

*All prices are in US dollar figures and subject to availability, tolls, and parking and added wait time occurrences any trip originating or concluding outside the quoted city may be subject to additional fees for accumulated travel time, tolls, parking, and excess km/mi.*

*For international or regional reservations, the driver's accommodation and meals may be added to the final rate depending on the duration or time of the transfer.*

*The prices/amounts of the services that are expressed in the quotes, invoices, and in all official ATEG int'l | Argentina Trip Experience Group are detailed in US dollars.*

### **Additional Charges**

*Additional charges are understood to be: "charges for services not included in the quote, for administrative charges not included in the quote, for extra requirements or changes to the route, schedule changes or late cancellation, which may apply additional costs to the base price.*

### **Legal Holiday Charges**

*On 12/24 and 12/31 starting at 3:01 pm, 100% of the established price (base price) will be charged.*

*On 12/25 and 1/1, 100% of the established price (base price) will be charged.*

*Services assigned for 12/24, 12/25, 12/31 and 1/1, if cancelled 72 hours in advance and/or on the same day, 100% of the agreed price will be charged.*

*Reservations made on all legal calendar holidays will be charged a 35% surcharge.*

### **Taxes**

*The Client must pay ATEG Int'l | Argentina Trip Experience Group all applicable taxes (national or provincial and/or federal) for the services provided where required and not included in the base price.*

*The base price used for the quote includes basic taxes.*

### **"Airport Waiting Time" Policy**

*A 60-minute grace period is offered for pick-ups at international airports and a 30-minute grace period at domestic airports.*

*For FBOs ATEG Int'l | Argentina Trip Experience Group (dispatch) or through its assigned driver, will contact the client/coordinator or the flight reception company, once the arrival time has been coordinated/agreed, the grace period is 30 minutes.*

*Charges for excess grace time will be billed per full hour.*

### **Cancellation Policy for Coordinator at Airports/Hotels/or any requested location.**

*Cancellations of services require 72 hours' notice, otherwise standard minimum service charges of 5 hours will apply.*



**Service cancellation policy:**

Confirmations of reservations for domestic services are cancelled for whatever reason 48 hours before the day and time, and will be billed at 100% of the agreed service price.

Confirmations of reservations for international services are cancelled for whatever reason 72 hours before the day and time, and will be billed at 100% of the agreed service price.

**Payment for Services**

Clients whether corporations/affiliates/individual clients, must pay for services to ATEG Int'l | Argentina Trip Experience Group at the time such services are requested, in accordance with the terms established or agreed upon with each of them.

If the client does not pay an invoice in full when due, interest may be charged at a rate of 3.5% per month on all outstanding amounts. Clients are fully responsible for all outstanding amounts on their account.

Once the quote is approved, the invoice will be issued and sent by the means of communication authorized by ATEG Int'l | Argentina Trip Experience Group and/or the client (corporations/affiliates/individual clients) a payment link, until the money is credited no type of service will be confirmed.

Any excess will be invoiced after the services are finished and the invoice and the corresponding payment link will be sent. The bank transfer option can be used.

**Discrepancies in the invoice**

Discrepancies in the invoice/billing must be reported to ATEG Int'l | Argentina Trip Experience Group through their e-mail: [concierge@ategintl.com](mailto:concierge@ategintl.com)

Clients must send an e-mail: [concierge@ategintl.com](mailto:concierge@ategintl.com) informing the difference(s) with evidence to ATEG Int'l | Argentina Trip Experience Group within a period of 5 days following the date of the invoice, after which said invoice will be considered accepted by the Client.

**Refunds for ATEG Int'l | Argentina Trip Experience Group service guarantees**

To obtain a refund or credit when applicable according to the ATEG Int'l | Argentina Trip Experience Group service guarantees, clients must send an email to [concierge@ategintl.com](mailto:concierge@ategintl.com) providing the trip identification number.

ATEG Int'l | Argentina Trip Experience Group will receive a request for a refund or credit regarding a trip and will consider whether or not the refund is appropriate.

Whatever the reasons, ATEG Int'l | Argentina Trip Experience Group is not responsible for bad decisions made by the client, if it is for a very justified cause the money will be refunded.

If the service has been charged and there is a cancellation of the service according to the terms and conditions, the money will not be refunded, whatever the reason for the cancellation, except for very justified reasons and/or misunderstandings or not specified on the part of ATEG Int'l | Argentina Trip Experience Group

**Passenger affirmation**

ATEG Int'l | Argentina Trip Experience Group provides the Client with trip status updates, including initial confirmation of securing passengers in the assigned vehicle. ATEG Int'l | Argentina Trip Experience Group requires that in the event that the passenger has difficulty locating the vehicle sent, they should contact us via WhatsApp or Signal at +54 9 11 5001-6522 or via email [concierge@ategintl.com](mailto:concierge@ategintl.com) and the updated position will be given. The full fare will be charged in cases where passengers leave the pick-up location for whatever reason.

**Right to use agents and subcontractors**

ATEG Int'l | Argentina Trip Experience Group reserves the right to use agents and subcontractors in the provision of its services. The exercise of these rights is subject to the Terms and Conditions.



**Terms of Use and Abuse**

*ATEG Int'l | Argentina Trip Experience Group is not responsible in case of mechanical breakdown while the vehicle is being rented and will only be responsible for changing the vehicle of equal or better category and recovering lost time.*

*The client assumes full financial responsibility for any damage caused to the vehicle during the duration of the rental by them or any member of their group.*

*The consumption of alcohol and the use of drugs inside the vehicle are totally prohibited, the driver has the right to terminate the execution of the service without reimbursement (if there is obvious indiscretion on the part of the client).*

*Smoking is not allowed in any vehicle provided by ATEG.*

*We are not responsible for delays caused by unsafe road conditions.*

*We are not responsible for items left in the vehicle.*

*Vehicles cannot be loaded beyond the available and/or enabled seating capacity.*

**Delivery and Return Policy**

*Delivery and return requests will only be honored when there is a minimum of 5 hours between delivery and return time. Minimum service hours will apply at each end of the transportation service.*

**Stopping en route**

*A request to make one or more stops during a scheduled transfer may result in additional charges being applied.*