



VERVE VOYAGE

VIP CHARTER SERVICE

Terms and Conditions

1. General Terms

By accessing or using the services provided by Verve Voyage VIP ("Company"), you ("Customer") agree to be bound by these Terms and Conditions. These terms govern the relationship between the Company and the Customer, and ensure a safe, reliable, and satisfactory experience.

2. Risk and Liability

The Customer acknowledges that the use of Verve Voyage VIP services is undertaken at their own risk. The Company shall not be liable for any loss, damage, or injury to personal property or individuals. The Customer assumes full responsibility for safeguarding their belongings and for implementing necessary measures for their personal safety.

3. Scheduling and Punctuality

The Customer is obligated to adhere to the scheduled pickup times. A delay exceeding twenty (20) minutes beyond the agreed-upon pickup time may result in additional charges. Punctuality is essential for the efficient operation of services and to prevent any disruption to scheduled activities.

4. Accountability for External Factors

The Company shall not be held accountable for missed flights, appointments, or other services due to external factors such as adverse weather conditions, traffic delays, or other events beyond the Company's control. While the Company will make reasonable efforts to provide timely and reliable service, such factors may impact the overall travel experience.

5. Right to Refuse Service

The Company reserves the right to refuse service in any area or at any time deemed unsafe or unsuitable for the operation of its vehicles and chauffeurs. The Company's primary concern is the safety and well-being of its clients and staff.

6. Booking Confirmation

A booking is only considered confirmed upon receipt of full payment. No services will be rendered without payment confirmation.



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7. Chauffeur Conduct

All chauffeurs employed by Verve Voyage VIP adhere to rigorous hospitality standards and comply with all applicable traffic and road regulations. Chauffeurs are committed to providing a high-quality and secure travel experience. They will not engage in illegal activities or contravene traffic laws to meet customer demands.

8. Property Loss and Damage

The Company disclaims any responsibility for loss or damage to personal property occurring during the provision of services. The Customer is responsible for securing their belongings and for promptly notifying the Company of any issues.

9. Conduct and Behavior

The Customer is required to behave in a respectful and considerate manner towards chauffeurs and other passengers. Any behavior deemed inappropriate or disruptive may result in immediate termination of service, without entitlement to a refund.

10. Amendments and Cancellations

Requests for amendments or cancellations of bookings must be made in accordance with the Company's refund policy. Detailed information regarding cancellations and refunds is provided in the refund policy section.

11. Confidentiality

The Company is committed to protecting the confidentiality and security of personal information provided by Customers. All data will be handled in accordance with applicable data protection laws and regulations.

By using the services of Verve Voyage VIP, the Customer acknowledges and accepts these Terms and Conditions.