

Terms of use

These Terms of Use apply to booking services presented on website <https://europe-journey.com> which is operated by company **My Europe Journey s.r.o.**, HQ **business address: Příkrá 753, 755 01 Vsetín, Czech Republic, Registration Number: 07947623**

Definitions

Booking Service – Main service of the website is to allow users to look for and book trips in selected locations around the world, to select a driver and make payments for the transportation service to the selected driver. Europe-Journey does not provide any transportation service.

Booking Confirmation – Europe-Journey will send written confirmation to User who successfully booked a trip

Driver – Is a person (sole-trader) or company that provides Transportation Services for the users of Europe Journey. Driver accepts the booking made by the User of Europe-Journey, as an independent service provider. The Driver may provide also other services ancillary to the Transport Services (such as providing the User with basic information about the places visited during the trip). The Driver does not provide any additional services unrelated to the Transport Services. The Driver does not provide travel agency services.

Europe-Journey – Is above mentioned company and its website <https://europe-journey.com> which provides booking services for its user who want to book a trip to selected location. Europe-Journey is not subject of agreement for the transportation service and provides only Booking service. Europe Journey does not provide any travel agency services.

User – User is a person who registered at the website and wants to book a trip to selected location.

General

By using of the Site, the User agrees to be bound by these Terms of Use. If a User does not agree to the Terms of Use, such User may leave/not use Europe-Journey website.

All Transportation services booked using Europe-Journey are provide Drivers and the contract for the transportation service is agreed/signed directly between the User and the Driver.

Booking

Users make a pre-booking of the Transport Services through using the Europe-journey by selecting the place of departure, destination where they want to travel, date of departure and time of the departure. If available (only in selected locations), the User may also select the places on the route where the Driver will make a pause during the trip. Europe-Journey

will calculate a price and provide list of drivers (their profiles) who are available for such trip withing maximum 24 hours. User can choose any driver based on his/her choice. User makes booking by selectin driver and clicking on Book button. As soon as the booking is made, Europe-Journey will send a Booking confirmation to the user either via email or WhatsApp (whatever was specified during user registration).

Payment

The User must pay the fee for the Transport Service via a payment service provider based on the instruction received from Europe-Journey, unless the User and Europe-Journey agreed that the User shall pay in cash to the Driver. If the User does not pay for the Transport Service within the deadline stipulated in the Booking Confirmation (but always before the confirmed time of departure), Europe-Journey is allowed to cancel the booking by an email sent to the User.

Europe Journey is using PayPal as payment service provider. By making a payment the Users also agree to terms and conditions of the payment service provider.

Cancelation of the service

The User is allowed to cancel the Transport Service by an email sent to info@europe-journey.com at least 24 hours before the confirmed time of departure with a full refund.

The User is not entitled to any refund if he or she cancels the Transport Service less than 24 hours before the confirmed time of departure and/or if he or she does not use the Transport Service

Users must be at the agreed pick-up place at the agreed pick-up time. If the User does not appear within 30 minutes after the agreed time, the Driver may cancel the Transport Service without any claim for refund by the User by leaving the agreed pick-up place

If the Driver does not appear within 30 minutes after the agreed time, the User shall call Europe-Journey service line(+420 777 150 180) to notify the delay. If Europe-Journey does not arrange a Driver within an additional 2 hours, the User may cancel the Transport Service by a call to Europe-Journey service line (+420 777 150 180) informing them about the cancellation. In such case Europe-Journey will arrange that the Driver will refund the User the full paid price for such cancelled Transport Service within 14 days from the day of cancellation.

Transportation Service

Europe-Journey provides User contact details of the Driver upon payment of the service, at the latest 3 days before the trip (or as soon as possible in case of bookings made less than a week before the trip). In case of special agreement when payment is done by cash directly to the driver, Europe-Journey does not provide Driver's contact details in advance. In case the driver does not arrive to place specified in the booking later than 15 minutes

after time specified in the booking. The user may call the Europe-journey service line +420 777 150 180.

Rules of conduct – Users

Users must act reasonably and with good manners during the trip to not interfere with the driving. Users must take reasonable care not to damage or dirty the car. Users under strong influence of alcohol or drugs might not be accepted for transportation service and the driver may cancel the service. In that case the User is not entitled to any refund.

Rules of conduct – Drivers

Drivers must act reasonably and with courtesy during the trip. While Drivers shall undertake their best effort to arrive at the destination at the estimated time, neither the Driver nor Europe-Journey makes any warranty to Users about the time of arrival at the destination.

Europe-Journey shall not be liable for any loss or damage arising as a result of the Transportation Service. The Driver's liability for any loss or damage arising as a result of the Transportation Service shall be limited to the amount of the fees paid by the User for the Transportation Services.

Complaints

All complaints related to use of the booking service should be addressed to:

[Info@europe-journey.com](mailto:info@europe-journey.com). The user should specify problem with functionality, ideally also time of appearance and a printscreen. Europe-Journey will respond in 30 days

All complaints related to the actual transportation service should be addressed to the individual drivers who are responsible for management of such complaint.

Europe-Journey is not subject of agreement for the transportation service. In case the driver does not react the user may contact Europe-Journey: info@europe-journey.com. In such case the user should report booking reference, what was the problem and ideally provide some evidence (e.g. photos)

Use of the website

A User must not change any part of the Site without the prior written consent of Europe-Journey with all rights are reserved in relation to any registered and unregistered trademarks, copyright protected work or other intellectual property which appear on the Site.

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