



TERMS & CONDITIONS

Thank you for your valuable booking made with ProBus & Car Luxury Touring and or Incognito Car Service. May we request that in the unlikely event of difficulty in locating your driver, to contact our emergency number +353 (0)1 9011350 before engaging any other form of transport as you will be liable for a full cancellation charge.

DISPUTES

Any dispute will only be arbitrated upon on the Island of Ireland and by an Irish court of law where required. Complaints must be made in writing within 14 days of the date the incident or grievance occurred.

HIRE SPECIFICS

Transfer rates will include tolls and parking fees. Costs are based on the most direct route between the pick up and drop off point. Additional stops and/or deviations requested by the passenger will incur extra costs which will be determined by the service provider and billed accordingly. Day hire means 8 consecutive hours or 250km whichever comes soonest. Additional hours or km will be billable and determined by the service provider. The driver will confirm any additional charges.

CANCELLATION POLICIES

For transfers within Dublin city = Full payment if cancelled within 4 hours of original requested pick up time/No charge outside of the 4 hour period. For transfers outside of Dublin city = Full payment if cancelled within 24 hours of original requested pick up time/No charge outside of the 24 hour period. For daytrips/Excursions and multi day/event bookings = Full payment if cancelled within 4 weeks of first requested pick up time/No charge outside of the 4 week period.

Tickets & Entrance fees = Non refundable and will be booked on your behalf at time of booking or the first possible date booking is available at a chosen venue.

PICK UP ALLOWANCES

Airport transfer pick ups: Include 1 hour waiting time from official landing time and not time of gating. The driver will make every effort to contact the number provided after 55 minutes waiting. In the event of no reply the driver will be released without further notice and full charges will apply. If you have arrived at the airport and incur an unexpected delay, you must make contact with our office (+353 1 9011 350) when you exceed the 1 hour mark. Failure to do so may result in your driver leaving the airport and a "No Show" will apply.

All other transfer pick ups: Include 15 minutes waiting time from time of official published arrival time. The driver will make every effort to contact the number provided after 10 minutes waiting. In the event of no reply the driver will be released without further notice and full charges will apply. In the event the driver is requested to wait beyond the official booked times and agreed allowances, a fee of 15 Euro per 15 minute increment will be applied. This will be subject to availability as the driver will need to notify the company dispatcher to ensure that he/she has no other client commitments that may clash with the newly required waiting time.

In the event of a flight cancelling: Full payment will be charged if flight is cancelled within 4 hours of scheduled arrival. A new booking will need to be authorised and a full fee will be billed.

In the event of flight delay: Any delay of 30 minutes over and above the official published arrival time will incur a rescheduling fee of 40 Euro and is entirely subject to availability at the new delayed landing time. If no vehicle is available the cost of the transfer will remain as the company cannot be held responsible for airline difficulties.

Rescheduling pick up times within 12 hours of original p/u time will be accommodated subject to availability. In the event where availability is possible the cost of a new transfer may be applied if the time is moved by more than 30 minutes of the original pick up time.

PAYMENTS

All services must be paid for at time of booking either via the secure payment link in the confirmation or via bank transfer with a receipt of the transfer to be e-mailed to info@probusandcar.com

CREDIT CARD & WIRE PAYMENT

Is subject to a 3.5% administration fee. You can make a wire transfer to the following bank details:

Company Bank Details for Euro payment:

Greenane Car Rental Ltd.
Bank of Ireland
Kenmare
Co Kerry
Sort Code 905731
Bank Account 45681540
BIC = BOFIE2D
IBAN = IE26BOFI90573145681540

When opting for a wire transfer please allow for 3 working days to hit our account and please send us e-mail with proof of payment

LOSS OR DAMAGE

Spillages or damage to any of our vehicles caused by you or your Guests will be billed at cost of repairs.

PLATINUM SERVICES

This is a 3rd party service we promote and arrange on behalf of our Guests. They operate under their own T & C's which can be found at <https://www.dublinairport.com/enhance-your-journey/platinum-services>

WE HIGHLY RECOMMEND YOU TAKE OUT APPROPRIATE LEVELS OF TRAVEL INSURANCE AND CHECK YOUR DOCUMENTS FOR EXPIRY DATES.

COMPANY IMPRINT

Greenane Car rental Ltd,
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