

Protso Service Agreement

Vehicle requirements

- * Should not be more than 7 years old
- * Equipped with air conditioning or climate control
- * It should be serviceable, clean, odorless
- * The luggage capacity of the passenger and vehicle corresponds to the category in which it is declared.
- * Pasting of logos is acceptable; taxi signs can only be used for Micro and Economic vehicles

Mandatory requirements for drivers that are part of the service

The driver who met the ProtsoTransfer customer

- * During the meeting, the driver must check whether the passenger is a ProtsoTransfer customer (ask for a voucher or ask for name and destination)
- Monitors the arrival time of passenger transport, including a delay of up to 30 minutes, and arrives at the pickup point accordingly, without reducing the mandatory waiting time
- prepared for travel along the route (knows the location of the hotel/address or uses GPS), fuel/oil refill stops are not allowed (except for long-distance transfers)
- * Respects traffic rules
- * Does not smoke in the vehicle
- * Receives emergency calls with headphones only
- * Obligated to provide individual transfer; Group transfer is not permitted except where another person is an employee of the provider's company and the transfer requires changing drivers on the route (long-distance or night).
- * Assists the customer in loading/unloading the luggage on the vehicle
- * Welcomes the customer with a nameplate at the meeting point. A nameplate attached to the reservation must be printed. It must be:
 - ** Name of the content client;
- * Includes our B2B partners (ProtsoTransfer logo) or logos (If the designated meeting point has no legislative or internal restrictions).
- * The driver can also use a 10.1 inch or larger tablet to display the Representative-supplied nameplate.

Recommendations on the professional qualifications and behavior of the driver

The driver who met the ProtsoTransfer customer

- * dressed properly
 - * speaks respectfully with customers
 - * turns on / adjusts the music/air conditioning as agreed with the customer
 - * helps deliver luggage "to the door" to the customer
- allows changes to the customer

Meeting at the airport

- * The waiting time starts from the scheduled flight arrival time (unless another welcome time is specified in the booking comment)
- * If the flight is delayed for up to 30 minutes, the start of the waiting time will be delayed by the delay time.
- * In case of the early arrival of the flight, the waiting period starts from the scheduled flight arrival time. However, if you manage to track an early arrival, the driver dispatcher has to contact the customers and accept the new pickup time.

Requirements for keeping up-to-date data

The provider ensures that the following data in the personal account are relevant and complete:

- * Telephone and mobile phone (24 hours available)
- * Prices of destinations served
- * Vehicle fleet

The Provider notifies the Agent of changes immediately:

- * Payment details for balance payments
- * Email to receive orders

The Provider undertakes to comply with the individually agreed terms of cooperation specified in the correspondence with the Representative:

- * accept all payment methods
- * Meeting with a sign at the meeting point
- * Guaranteed standby time
- * Child seats and additional services cost
- * Agreement for no-show, order cancellation, and compensation for fees
- timely response to new offers according to the rules
- * To accept the penalty and compensation list

Pricing rules

Individual transfer prices

- * Specified for the vehicle, not the number of passengers
 - * Does not depend on any hour of the day, weekdays, transfer payment method, travel time.
 - * Applies to inbound and outbound routes, unless otherwise agreed.
- corresponds to a vehicle of the specified capacity
- * Based on actual travel distance between origin and destination points
- Prices include:
- * 60 minutes waiting and parking fee at the airport/port and 15 minutes - when leaving a hotel/ address/train station/bus station/pier
 - * Travel to any point within the boundaries (locality) of the waypoint
 - date with a name sign
 - * Assistance with loading/unloading luggage to the vehicle/vehicle
 - * Payment for unavoidable toll roads/tunnels significantly reduces the distance to the destination, payment for entry into an area/transport center/checkpoint, border crossing/ferry crossing, using a water taxi if part of a transfer
 - tip if obligatory
 - * expenses related to cashless money transfer

Classification and vehicle substitution rules

Vehicle Class	European Classification and other possible names		Possible body types and other features	Substitution options
Economy Group				
Economy 3 pax 3 bags	C segment	Compact car	Small family car	Hatchback, Sedan Comfort Business (maximum 3 passengers) Premium (maximum 3 passengers) Minivan 6 pax Minivan 7 pax
Comfort 3 pax 3 bags	D, J segment	Big family car	Sports utility car	Hatchback, Sedan, Off-road vehicle, Crossover Business (maximum 3 passengers) Premium (maximum 3 passengers) Minivan 6 pax Minivan 7 pax
Minivan 7 pax 7 bags				Minibus 13, 16, 19 pax

Business Group

Business 3 pax 3 bags	E-segment	Executive cars	Mid size luxury cars	Hatchback, Sedan, Station wagon	Premium
SUV 5 pax 5 bags	SUV	Executive cars	SUV luxury cars	SUV	Premium
Limousine 5 pax 4 bags	Limousine	Limousine		Limousine	Limousine
First Class 3 pax 3 bags	F segmenti	Luxury car	Full size luxury cars	Sedan	Premium
S 560 Maybach 3 pax 3 bags	Mercedes Benz S 560 Maybach	Luxury car	MB S Maybach	Sedan	Premium
Minivan Comfort 6 pax 4 bags	Additional features other than standard features (leather seats, Wi-Fi, mini bar, swivel seats, LED car lighting, automatic sliding doors, table, modern sound system, etc.)				
Minivan Business 4 pax 4 bags	Additional features other than standard features (leather seats, Wi-Fi, mini bar, swivel seats, LED car lighting, automatic sliding doors, table, modern sound system, etc.)				

Busses

Minibus 10 pax 10 bags	Baggage calculated as baggage unit, as well as the availability of passenger seats corresponding to the declared class = number of passengers
Minibus 13 pax 13 bags	
Minibus 16 pax 16 bags	
Minibus 19 pax 19 bags	

Coupon fields

Name - name/name of the passenger to be indicated on the pickup sign for the customer meeting
 Telephone number - contact phones for communication
 Language - local language in which the reservation was made
 Passengers - the number of passengers specified at the time of booking.
 (Optional field)

Additional Service - reserved additional services
 Pickup - information about meeting point and flight/vehicle number
 Pick up time - meeting time chosen by the customer. When traveling from a transport hub, the recommended meeting time should be calculated based on flight/vehicle number details (unless otherwise stated in the comments).

! EXCEPTION!: MOZIO customers must be picked up at their chosen time specified in the reservation (the waiting period also starts from then). MOZIO reservations are marked in your account accordingly.
 Drop off - information about locality and destination address.
 Distance - information on approximate travel time.
 Vehicle - the type of transfer chosen by the customer. Unlike the "People" field, the assignment of the vehicle is decisive.
 Comments - may contain additional information about the transfer.
 Your income - the cost of ordering a driver, excluding extra charges for additional services.
 Cash from the customer - the amount to be paid by the customer in cash.
 ProtsoTransfer fee - ProtsoTransfer commission.

Checking the booking conditions

When an offer is received, the Provider should check the Basic Transfer Terms and select the Reject button if the information contained in it is incorrect/incomplete or insufficient to provide the service.

Basic Transfer Conditions

Several passengers and luggage within the declared vehicle class:

- * Whether the amount of luggage is suitable for the selected vehicle class

Departure address and destination address in a selected location:

- * Whether it is possible to take the customer directly to the destination / meet at the departure point

- * Whether the address/departure point/destination details are sufficient

Whether the arrival airport is correctly specified

Travel plan:

Whether the hotel location (address) corresponds to the route point chosen by the customer

Transfer type:

Whether it is possible to provide the vehicle type chosen by the customer or the acceptable substitute type

Date and time of the transfer:

- * Whether the flight arrival time corresponds to the meeting time specified on the coupon.

Extra options:

Whether it is possible to provide all additional services

- * Child seats (child seats, risers, baby cradles)

- * SIM cards

- * Drinking water

- * Additional waiting time

- * Leave additional

- * English speaking driver

- * Russian speaking driver

- * Ski/snowboard box

Services can be discussed directly between the Provider and the customer (passenger) (additional charges may apply):

Additional requests during the transfer

- * Additional stops and route deviations

- * Traveling on compulsory and not inevitable toll roads on the route

- * Waiting beyond the agreed waiting period

- * Providing additional devices for the carriage of non-standard baggage
- * Transport of animals
- * Providing devices for the transport of passengers with reduced mobility
- * Assigning driver who speaks a specific language
- * Providing a specific vehicle brand
- * Payment for transfer by credit card machine (by card)
- * Compensation for damage to the driver's / company's property, etc.

Luggage

Standard luggage: the sum of three dimensions does not exceed 158 cm

Non-standard baggage

- * Suitcases with three dimensions exceeding 158 cm in total
- * Sports equipment (skis, snowboards, golf bags, surfboards, bicycles, etc.)
- * Baby carriages
- * Wheelchairs
- * Musical instruments
- * Pet carriers etc.

Changing transfer conditions

The Representative has the right to change the terms of transfer without making an agreement with the Provider at the request of the Customer.

- * More than 16 hours before transfer for Economy vehicles
 - * More than 24 hours before transfer for Business vehicles
- In other cases, agreement with the Provider is required.

Deadlines for responses to notices/requests and complaints

Accepting transfer offers	up to 12 hours after notification
Price fixing requests for the route	up to 12 hours after notification
Responding to the customer's complaint	up to 72 hours after notification
Submit evidence of customer absent	up to 3 working days from the start of the transfer
Submit a claim for compensation in case of late cancellation	up to 3 working days from the start of the transfer
Check the details on the receipt are complete and correct	Up to 10 minutes after agreeing to provide the transfer
Compensation decision in case of absence of representative	up to 14 days after the transfer starts

Deadlines for responding to document/information requests

List of vehicles used to fulfill obligations under this agreement	up to 7 days after receiving a request
Up-to-date documents authorizing the provider to provide passenger transport services, insurance policies, and other documents related to the transfer service	up to 7 days after receiving a request
Information about the vehicle assigned to the reservation (license plate, vehicle passport, or other document confirming the technical characteristics and year of manufacture of the vehicle, the photograph of the vehicle, and other information)	up to 72 hours after receiving the request, at least 12 hours before the transfer
Information about the driver assigned to the reservation (name and surname, contact phone)	up to 72 hours after receiving the request, at least 12 hours before the transfer

Terms and methods of balance payments

Payment by 23.59 of the 15th day of each month before the 1st day of the new month

Payment by 23.59 of the last day of each month before the 15th day of the next month

Payment methods and limits

* Payments to all countries of the world are made at the rate determined by TransferWise and there is no limit.

Violations by the customer / external conditions

Category criterion: the driver was at the meeting point, ready to carry out the transfer under agreed terms

In the event that a transfer cannot be organized for the following reasons, the Provider must notify the Agent immediately by telephone or refuse the order stating the relevant reason.

* Customer's flight delayed more than 30 minutes

* Customer's flight canceled

* Customer's flight landed at another airport

* Passenger violated the capacity limit of the selected class

* Presence of children and reserved seat/riser without prior notice

* The presence of pet carriers and (or) animals without documents

* Passengers in a state of strong alcohol or narcotic intoxication

* The actions of the passengers that threaten the life and health of the driver and the condition of the vehicle

No additional approval is required.

Force majeure (God's Law)

unexpected situations regarding the driver/vehicle

Category criteria: The driver cannot be present at the meeting place and cannot provide service in accordance with the reservation conditions, cannot inform the agency as soon as possible.

Conditions	Supporting documents
natural events (earthquakes, floods, hurricanes, landslides, volcanic eruptions, snow debris, and other natural disasters)	<p>A certificate from the competent authority can be interviewed for a special review article: Photo / video</p> <p>Display with information about the traffic situation</p> <p>Media coverage etc.</p>
public living conditions (military actions, large-scale strikes, revolutions, etc.)	
Prohibitive measures by state bodies (transport ban, trade ban in the form of international sanctions, etc.)	

Car crash	<ul style="list-style-type: none"> • Photo-video shooting from the stage • Message in the media • Accident protocol of the competent body
Car breaking (reasons should not include improper use of the driver or untimely car control)	<ul style="list-style-type: none"> • A technical document excluding that the malfunction is caused by improper use of the driver
Other situations that prevent the driver from reaching the target	<ul style="list-style-type: none"> • Photo-video shooting from the stage • Message in the media
Compulsory hospitalization of injury / driver	A doctor's report
Death of the driver	Not required

List of fines and damages (individual transfers)

Customer's claims	Penalty amount
Request to the driver - a claim regarding the actions/behavior of the driver that does not meet the mandatory requirements of the service significantly affects the target service level and/or endangers the life and safety of passengers	10% of the payment to the driver, but at least 2 EUR
Claiming a car - a claim for an eligible class car but does not meet ProtsoTransfer requirements	
Claiming the meeting - a claim regarding the form of meeting organization, difficulties when searching for a driver	
Delay - complaint about the absence of a driver/airport representative at the meeting point during the transfer	

Failure to provide additional services - alleged absence (or poor condition) of an additional service	From 10% of the payment to the driver, but a minimum 2 EUR + service fee
Absence of a name mark - a claim that there is no identification mark causing difficulties when searching for a driver	pilot at 20% of the payment, but at least 2 EUR + service fee
Class mismatch - a claim to provide several vehicles instead of one claim for an under-category (lower in class or capacity) car	the difference in cost of classes + from 10% of the cost to pay the driver, but at least 2 EUR
Error in agreements with the customer - the driver received from the customer the amount exceeding the amount indicated on the receipt by more than 5% (minimum 2USD / EUR,); driver received cash from customer for a fully prepaid transfer	less than 10% of the cost to pay the driver, but not less than EUR + the difference between the actual payment amount and the final price on the coupon
Failure to get the customer to the destination - the alleged lead to the wrong address	from 10% of the cost to pay the driver, but at least EUR 2 + travel cost to the destination, according to the invoice
Negative or incriminating text/call allegation to the customer before or after transfer	From 50% of the payment cost to the driver or end of the collaboration
If there are 2 or more violations, the Representative will be entitled to a fine of up to 50% of the driver's payment.	
Failure to meet is lack of driver/greeter or lack of sufficient evidence of their presence at the time of the meeting	Up to 3 full order cost + compensation for the cost of a similar transfer according to invoice

Penalty amount

Execution of the canceled reservation reassigned by the Agency to another Provider	50% of the payment cost to the driver
Refusing to make the previously accepted reservation less than 24 hours before the transfer, except in cases of justified refusal (justification for the refusal will be evaluated according to certain conditions) If you accepted the offer less than 24 hours before the transfer, you have 10 minutes to decline for free.	50% of the payment cost to the driver
Refusing to make a reservation at the price set by the Provider on the personal account	from 10% of the payment cost to the driver, but at least 2 EUR
Late notification of incorrect information in the reservation	from 10% of the payment cost to the driver, but at least 2 EUR

Compensation

The customer is not shown, the customer is not in a certain waiting period at the time and place specified on the receipt.

All vehicle groups up to 100% of the cost to the driver

Compensation is granted if supporting documents provided within the specified period (see deadlines for responses to notices/requests).

Cancellation of transfer

Up to 50% of the cost of payment to the driver, when canceled less than 5 hours before the start of the transfer for Economy vehicles,

For Business vehicles, when canceled less than 24 hours before the start of the transfer, the driver is up to 100% of the payment

Compensation is claimed independently by the co-carrier within the time specified (see deadlines for responses to notices/requests).

Customer's registration procedure without reservation (individual transfers)

While waiting for the passenger, the Provider:

Must attempt to contact the passenger at the phone number specified on the receipt within the specified waiting period.

To record that the passenger does not arrive before the waiting period is over, he must contact the Agency.

Within 3 working days of the transfer date, a confirmation is sent to the Agent that the driver was at the meeting point at the time the transfer started:

* A copy of the parking ticket of the hotel, airport, train station, port, or any other document confirming the driver's arrival date and time at the point of departure and the time of departure

* Screenshot of calls / SMS to the passenger showing the passenger's phone number, date, and time of the call

GPS report confirming the position of a vehicle at the departure site at the time the transfer starts

* Photo of the driver made according to the timetable of the arrival flights to the airport and the time showing the local time

* A photo of the driver against the hotel's reception desk and the clock showing the local time;

* A confirmation from the hotel about the passenger's check-out before the transfer starts the written statement of an employee (employee) of a hotel, airport, train station, port confirming the presence of the driver at the point of departure during the start of the transfer;

* Other evidence that proves the driver's presence at the departure point at the start of the transfer.

The agent's obligations to provide the partners with the following services

1. Ensure the contract without the possibility of individual coordination of circumstances.
2. Brief first before starting work on a personal account.
3. Allow login to personal account with basic configurations.
4. Make payments according to payment methods and limits and deadlines specified in PSA.
5. Written or verbal counseling on:
 - * personal account work;
 - * balance limits and deadlines;
 - * wages and compensation;
 - * PSA and rules;
6. Provide information about fees and benefits.
7. Provide information about changes in PSA, operating system (personal account), and other events through mass mail delivery.
8. Collect feedback from customers via e-mail.
9. Notify the cancellation of your reservation by SMS 12 hours before the transfer starts.
10. 24/7 support (phone / WhatsApp) on the status of transfers.

Drinking water

When the provider accepts the offer, it is obliged to provide the additional service "Drinking water" and accept the PSA terms.

No fee is paid for the provision of the service. The service is also offered to the customer free of charge.

Mandatory requirements:

Drinking water - a bottle of still water 0.3l.

Quantity - number of bottles requested in the reservation.

Set-up - the required number of bottles must be provided in advance and offered to customers before the transfer begins.

Violation of mandatory requirements is prohibited.

It is forbidden to provide bottled water of less than 0.3 l of mineral water (taking a break in the market or elsewhere) during the transfer.

Violation of these rules can lead to acceptance of customers' complaints and even penalties.

Child seat (group 1)

When the provider accepts the offer, it is obliged to provide a "Child seat (group 1)" and accept the PSA terms.

The child seat is a child restraint system (group 1) intended for transporting children from 9 kg to 18 kg in a sitting position according to UN standards.

Child seat (group 1)

Mandatory requirements:

Providing the requested child restraint system
to have a mark on the child restraint system, to indicate compliance with the standards, and to belong to a certain group.

A child seat must be used to transport children in a sitting position.

A child seat must be pre-equipped and mounted (fixed) in a car before moving the customer
a highchair should be maintainable without broken parts

a child seat must be clean and odorless

the number of high chairs must match the number requested in the reservation

Penalty for not providing "child seat" service = service fee + 10% of the price to the driver, but not less than 2EUR.

Child booster (group 2-3)

When the provider accepts the offer, it is obliged to provide a "Child booster (group 2-3)" and accept the PSA terms.

The child booster is a child restraint system according to UN standards (group 2-3) for the transport of children from 15 to 36 kg in a sitting position.

Child booster (group 2-3)

Mandatory requirements:

Providing the desired type of child restraint system
to have a mark on the child restraint system, to indicate compliance with the standards, and to belong to a certain group.

A child booster should be used to transport children in a sitting position.
 a child booster must be pre-equipped
 a child riser must be serviceable without the broken part
 child booster should be clean and odorless
 the number of child boosters must match the number requested in the reservation
 Penalty for not providing "child booster" service = service fee + not less than 10% of the price to the driver, but not less than 2 EUR.

Baby seat (cradle) (group 0+)

When the provider accepts the offer, it is obliged to provide "Baby seat (cradle) (group 0+)" and accept the PSA terms.

The baby seat (cradle) is a child restraint system according to UN standards (group 0,0+ and 0 + / 1) for transporting children from 0 kg to 13 kg in a lying position.

Baby seat (cradle) (group 0+)
 Mandatory requirements:

Providing the desired type of child restraint system
 To have a mark on the child restraint system, to indicate compliance with the standards, and to belong to a certain group
 A baby seat (cradle) should be used for carrying a baby while lying down.
 a baby seat (cradle) must be pre-equipped and attached to the vehicle facing the rear (fixed)
 a baby seat (cradle) must be serviceable without broken parts
 baby seat (cradle) must be clean and odorless
 the number of baby seats (cradles) must correspond to the number requested in the reservation
 Penalty for not providing "baby seat (cradle)" service = service fee + 10% of the price to the driver, but at least EUR 2

Extra waiting time

When the provider accepts the offer, it is obliged to provide "Extra waiting time" and accept the PSA terms.

Mandatory requirements:

If no other request is mentioned in the comments, the waiting period starts from the scheduled landing time.
 If the flight is delayed by 30 minutes, the waiting time varies according to the delay time
 waiting time increased from 60 minutes to 120 minutes
 Except for the violation of mandatory requirements and justification of the customer's demonstration (ie the customer does not catch the plane), it is prohibited to leave earlier than the required waiting period.
 Penalty for non-service "Extra waiting time" = service charge + 10% of the price to the driver, but at least 2 EUR.
 If sufficient documents are provided for the customer's No Show, the "Extra waiting time" compensation is paid in full.

Meeting with a branded nameplate

The carrier undertakes to provide an additional service "Meet with a branded nameplate" by confirming the order and accepts the requirements of PSA.

This service is free.

Mandatory requirements:

- Use a nameplate from the personal account with a Customer's logo;
- Print a color nameplate with the customer's logo on A4 paper or use a 10.1 inch or larger tablet;
- The nameplate should be visually large.

Violation of mandatory requirements is prohibited.

Penalty for not providing a "meet with a branded nameplate" service - 20% of the cost to pay the driver, but at least EUR 2

Guaranteed meeting

By confirming the order, the carrier undertakes to provide an additional service "Guaranteed meeting not based on flight delay" and accepts the requirements of PSA. This service is free.

Mandatory requirements:

Track flight delay depending on the duration;

Providing the customer with a vehicle corresponding to the reservation at no extra charge, regardless of the flight delay time.

Violation of mandatory requirements is prohibited.

Penalty for not providing "guaranteed meeting without flight delay" service - 3 full order costs + compensation for the cost of a similar transfer according to the invoice

Privacy Policy for Partners

We respect the privacy of our partners we work with. Please read our Privacy Policy to learn what information we collect, disclose to third parties, for what purposes we do it, and how you can change, delete and transmit this data.

The processor and controller of the personal data you provide or collect by ProtsoTransfer is Narva Mnt 5, Kesklinna Linnaosa, Tallinn, Harju Maakond, 10117, Republic of Estonia, Company number 14404876.

This page is used to inform partners about our policies regarding the collection, use, and disclosure of Personal Information in case anyone decides to use our Service.

If you choose to use our service, you agree to the collection and use of information regarding this policy. The Personal Information we collect is used to provide and improve the Service. We will not use or share your information with anyone except as described in this Privacy Policy.