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GENERAL TERMS AND CONDITIONS

Pirreke's Shuttledienst / shuttledienst.be

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Legal master language	Dutch

Contracting business

Johan Scheepmans, trading under the trade name Pirreke's Shuttledienst / shuttledienst.be
Valleilaan 24, 3360 Korbeek-Lo, Belgium
Company and VAT number: BE 0833.614.535

This version replaces the previous general terms and conditions for new reservation requests to which version 2026.1 is made applicable.

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Article 1 - Business, scope and version

1.1 The Carrier

These general terms and conditions apply to the transport services offered by:

Johan Scheepmans, trading under the trade name Pirreke's Shuttledienst / shuttledienst.be
Valleilaan 24, 3360 Korbeek-Lo, Belgium
Company and VAT number: BE 0833.614.535

Hereinafter referred to as the "Carrier".

1.2 Scope

These general terms and conditions apply to every reservation request, quotation, confirmed reservation, agreement and transport service between the Carrier and the Customer, unless expressly agreed otherwise in writing.

They apply, among other things, to airport transport, transport to or from stations and ports, festival and event transport, business transport, shared rides, private rides and other transport services agreed in advance.

1.3 Consumers and business customers

When the Customer is a consumer, all mandatory statutory consumer rights remain fully applicable. Provisions expressly stated to apply only to business customers do not apply to consumers.

1.4 Other terms and conditions

Deviations from these terms and conditions are valid only when expressly accepted by the Carrier. General terms and conditions or purchasing conditions of a business Customer apply only insofar as the Carrier has expressly accepted them in writing.

1.5 Applicable version

A Confirmed reservation is governed by the version of the general terms and conditions that was made available to the Customer during the reservation process and applies to the reservation concerned. A later amendment to these general terms and conditions does not alter an already Confirmed reservation, unless this is required by law or the parties expressly agree otherwise.

The applicable version and effective date may be recorded and retained by ShuttleOS with the reservation.

Article 2 - Definitions

2.1 Customer

The natural person or legal entity that submits a Reservation request or enters into an agreement with the Carrier. The Customer may be a Passenger or may reserve for one or more other Passengers.

2.2 Passenger

Any person transported under a Confirmed reservation.

2.3 Reservation request

A request to reserve a transport service. A Reservation request is not an automatic booking and does not constitute final confirmation.

2.4 Confirmed reservation

A reservation that has been checked by the Carrier, could be fully scheduled, has received the status "Confirmed" in ShuttleOS and for which the confirmation email has been sent.

2.5 Trip leg

A separate transport movement from a point of departure to a destination. A round-trip reservation consists of at least two separate Trip legs.

2.6 Shared ride

A ride that may be combined with one or more compatible reservations. Other Passengers may be picked up or dropped off and additional pickup or drop-off points may form part of the route.

2.7 Private ride

A ride expressly requested as a Private ride and confirmed as such. A Confirmed Private ride is not combined with Passengers from other reservations or files. Exclusivity applies to the reservation file concerned and not to each Passenger individually.

2.8 Extra stop

An additional pickup or drop-off address, requested in advance and accepted by the Carrier, in addition to the original point of departure and final destination.

2.9 Official communication channels

The communication channels used or expressly designated by the Carrier for a reservation, including the reservation form, email, a reply to a confirmation email, telephone, SMS, a messaging service or other expressly designated digital communication.

Article 3 - Reservation request and formation of the agreement

3.1 A request is not yet a confirmation

Every reservation starts as a request. The Carrier checks, among other things, availability, route, time, vehicle capacity, number of Passengers, luggage, Extra stops, flight details, possible combinations with other reservations and other operational circumstances.

Receipt of a request, an automatic acknowledgement, an online price calculation or any other automated message does not mean that the request has already been finally accepted.

3.2 Final acceptance

The agreement is formed only when the reservation has been fully checked and scheduled, ShuttleOS registers the reservation as "Confirmed" and the confirmation email has been sent.

Until that time, the Carrier may accept the request, ask for additional information, make an adjusted proposal, propose a different pickup time, propose an alternative vehicle or route, or refuse the request due to insufficient availability or operational impossibility.

3.3 Round-trip reservations

A round-trip reservation is finally confirmed only when both Trip legs could be fully scheduled. If only one Trip leg can be performed, no agreement for the full round trip is formed unless the Customer expressly accepts a partial reservation or an alternative proposal.

3.4 Check by the Customer

The Customer must check the confirmation received immediately. In particular, the following details must be checked:

- name and contact details;
- date, departure address and destination address;
- confirmed pickup time;
- number of Passengers;
- flight or other travel details;
- Extra stops;
- luggage and special luggage;
- requested child seats or other special transport information;
- choice between a Shared ride and a Private ride;
- confirmed price.

Errors or omissions must be reported as soon as possible through an Official communication channel.

3.5 Changes after confirmation

A change requested by the Customer is accepted only after the Carrier has expressly approved it. Internally saving or changing data in ShuttleOS does not in itself mean that a change has been contractually accepted.

An amended confirmation email is not sent automatically after every internal adjustment. It is sent only when the Carrier deliberately decides to resend the amended confirmation. A change may also be confirmed through other clear written communication from the Carrier.

Article 4 - Responsibility for information provided

4.1 Correct and complete information

The Customer must provide all information reasonably necessary to plan the ride safely and correctly. This includes, among other things, correct addresses and contact details, the actual number of Passengers, relevant flight details, luggage, special luggage, child seats, folding wheelchairs, pets and other circumstances that may affect the choice of vehicle or performance of the ride.

4.2 Reachability

The Customer must provide a correct telephone number and email address and ensure that the Customer or a designated Passenger is reasonably reachable around the time of the ride.

4.3 Reservation for other persons

When the Customer reserves for other Passengers, the Customer must provide the correct details, inform the Passengers of the relevant transport instructions and ensure that at least one Passenger concerned is reachable during performance of the service.

4.4 Incorrect or incomplete information

The Carrier is not liable for problems insofar as and to the extent that they are the direct result of incorrect, incomplete or late information and the Carrier itself has not committed a fault.

Reasonable and demonstrable additional costs arising directly from incorrect or incomplete information supplied by the Customer may be charged insofar as permitted by law.

4.5 Reporting changes

Important changes must be communicated to the Carrier through an Official communication channel. A notification made only to a driver is considered an accepted change only when it has been clearly confirmed that the change was recorded and accepted by the Carrier.

Article 5 - Planning, pickup time and flight details

5.1 Planning the ride

The Carrier plans the ride on the basis of the available information, including the route, expected travel time, flight or departure times, necessary safety margins, known traffic conditions, other Confirmed reservations, vehicle capacity and operational circumstances.

ShuttleOS may use automatic route calculations, departure recommendations, airport information and other planning tools for this purpose. Such automatic calculations are supportive; the finally confirmed pickup time takes precedence.

5.2 Confirmed pickup time

The pickup time stated in the confirmation is the time at which the Passenger must be ready to depart. The Customer must immediately report if the Customer believes that the confirmed planning does not correspond to the travel information provided.

5.3 Flight details

When a ride is connected with a flight, the Customer must provide the correct flight details. For an airport pickup, the correct incoming flight must be provided.

The Customer must inform the Carrier as soon as possible of a flight change, rebooking, cancellation, missed connection, change of airport or any other relevant change.

5.4 External information sources

The Carrier may use information from airports, airlines and other external information sources. The availability and accuracy of such external data cannot be guaranteed. The Customer's duty to provide information therefore remains applicable.

5.5 Estimated arrival time

The Carrier plans every ride with reasonable care and appropriate time margins. An estimated arrival time is not, however, an absolute guarantee when traffic conditions or other events affect travel time.

Article 6 - Prices, extra stops, waiting time and additional costs

6.1 Confirmed price

The price in the final reservation confirmation is the agreed price for the transport service described in it. Old rates or prices from previous reservations do not create a right to the same price for future reservations.

For consumers, the confirmed price is the total price including applicable taxes and charges, unless otherwise expressly and lawfully stated.

6.2 Central pricing rules

Prices are calculated according to the Carrier's current central pricing rules at the time the reservation is confirmed. The exact applicable price is recorded in the quotation or reservation confirmation. For that reason, these general terms and conditions do not contain fixed municipal rates, kilometre rates or fixed amounts per Extra stop.

6.3 Multiple addresses and Extra stops

For multiple pickup or drop-off addresses, the price may be determined, among other things, on the basis of the highest applicable route price, the number of additional addresses, the current surcharge per Extra stop, the selected Trip leg and other price components communicated in advance. The specific price in the confirmation is decisive.

6.4 Private ride

A Private ride may be subject to an additional surcharge. The applicable surcharge is stated in the quotation or reservation confirmation.

6.5 Shared ride

Unless a Private ride has been expressly booked and confirmed, a reservation may be combined with other compatible reservations. The fact that a ride is ultimately not combined and is in practice performed exclusively for one reservation file does not create a right to the guarantee or conditions of a Private ride and does not change the confirmed price.

6.6 Additional costs

Additional costs may be charged only when there is a contractual or legal basis for them. This may include changes requested by the Customer, additional Extra stops, additional waiting time, additional parking or toll charges arising directly from a change or delay on the Customer's side, an additional vehicle or other extra services accepted in advance.

Where possible, the amount or method of calculation is communicated in advance. Consumers are not charged additional costs that are not permitted by law.

6.7 Change to the confirmed price

After confirmation, the agreed price may not be changed unilaterally, except following a change requested and accepted by the Customer, because of demonstrably incorrect or incomplete information on which the original price calculation was based, when a legally permitted additional cost arises under these terms and conditions, with the Customer's express agreement, or in other cases permitted by law.

Article 7 - Payment and late payment

7.1 Payment term

The applicable payment method and payment term are stated in the confirmation, payment request or invoice. Unless another term has been agreed, the invoice is payable within fourteen calendar days of the invoice date.

7.2 Payment methods

Payment may be made using the payment methods offered by the Carrier, including bank transfer, electronic payment, mobile payment or other offered payment methods.

7.3 Consumers - first free reminder and waiting period

When a consumer fails to pay a due monetary debt on time, a first free payment reminder is sent in accordance with the mandatory statutory rules.

After that reminder has been sent, a minimum waiting period of fourteen calendar days applies before any contractual lump-sum compensation or default interest may be charged. For electronic delivery, that period starts on the calendar day following dispatch. For delivery by post, the period starts on the third working day following dispatch.

The first reminder contains the information required by law. During the statutory waiting period, no costs, interest or compensation are charged where the law allows them to be charged only after that period has expired.

7.4 Consumers - default interest

After expiry of the statutory waiting period, default interest may be charged on the outstanding principal amount, insofar as contractually stipulated and permitted by law. The interest rate is never higher than the statutory reference interest rate for late payment in commercial transactions plus eight percentage points.

Insofar as the statutory scheme for SMEs permits, default interest may, after expiry of the waiting period, be calculated from the day following dispatch of the first reminder.

7.5 Consumers - lump-sum compensation

After expiry of the statutory waiting period, the following lump-sum compensation may be charged:

- 20 euros when the outstanding balance is less than or equal to 150 euros;
- 30 euros, increased by 10% of the amount due on the portion between 150.01 euros and 500 euros, when the balance is between 150.01 euros and 500 euros;
- 65 euros, increased by 5% of the amount due on the portion above 500 euros, with a maximum of 2,000 euros, when the balance exceeds 500 euros.

Where mandatory law imposes lower maximum amounts, those lower maximum amounts apply. In addition to the legally permitted default interest and lump-sum compensation, consumers are not charged other amounts for the same late payment insofar as the law prohibits this.

7.6 Business customers

For a Customer acting in the course of a professional or business activity, the statutory rules on late payment in commercial transactions apply in the event of late payment, insofar as legally applicable, including the applicable default interest and legally recoverable collection costs.

7.7 Disputed amounts

A Customer who disputes an invoice must inform the Carrier as soon as possible and clearly state which amount is disputed, why it is disputed and which supporting documents are relevant. A dispute does not affect mandatory consumer rights. The undisputed portion remains payable.

Article 8 - Changes and cancellations

8.1 Changes by the Customer

A change must be requested as soon as possible through an Official communication channel. Changes depend on availability, planning, vehicle capacity, possible combinations and any price consequences. The change becomes final only after express acceptance by the Carrier.

8.2 Cancellation and time of receipt

A cancellation must be communicated through an Official communication channel. The cancellation is assessed on the basis of the time at which it was received by the Carrier's systems or communication channels. For an urgent cancellation, the Customer is advised to also make contact by telephone.

8.3 No general right of withdrawal for passenger transport

Agreements concerning passenger transport are not subject to a general fourteen-day right of withdrawal such as applies to many other distance contracts. After confirmation, the cancellation scheme in this article applies, insofar as permitted by law.

8.4 Cancellation by the Customer

The following time limits and charges apply to each affected Trip leg:

- 120 hours or more before the confirmed pickup time: free of charge;

- less than 120 hours but at least 48 hours before the confirmed pickup time: 15 euros administrative charge;
- less than 48 hours but at least 4 hours before the confirmed pickup time: 50% of the confirmed price attributable to the affected Trip leg, with a minimum of 30 euros;
- less than 4 hours before the confirmed pickup time: 100% of the confirmed price attributable to the affected Trip leg.

8.5 Round-trip reservations

If only one Trip leg of a round-trip reservation is cancelled, the cancellation charge is calculated on the confirmed price attributable to that Trip leg. If the entire reservation is cancelled, each Trip leg is assessed separately according to the time remaining until the confirmed pickup time of that Trip leg.

8.6 Cancellation by the Carrier

If the Carrier cancels a Confirmed ride for a reason attributable to the Carrier and no reasonably equivalent alternative is offered and accepted by the Customer, amounts already paid for the unperformed Trip leg are refunded.

For a consumer, except in the event of Force majeure or another legally accepted ground for exclusion, reciprocal compensation of the same order also applies:

- 120 hours or more before the confirmed pickup time: no additional lump-sum compensation;
- less than 120 hours but at least 48 hours before the confirmed pickup time: 15 euros;
- less than 48 hours but at least 4 hours before the confirmed pickup time: 50% of the confirmed price attributable to the affected Trip leg, with a minimum of 30 euros;
- less than 4 hours before the confirmed pickup time: the confirmed price attributable to the affected Trip leg.

The reciprocal compensation is limited to the affected Trip leg and does not affect mandatory statutory rights.

Article 9 - No-show and waiting times

9.1 Ready for departure

At the confirmed pickup time, the Passenger must be present at the confirmed location, ready to depart, have the luggage ready and be reachable.

9.2 Standard waiting time for an ordinary pickup

Unless the confirmation or other Official communication provides otherwise, the standard maximum waiting time for an ordinary pickup is fifteen minutes from the confirmed pickup time. The driver will try to contact the Passenger within reasonable limits.

9.3 No-show for an ordinary pickup

If the Passenger does not appear on time and cannot be reached, the driver may leave after the applicable waiting time has expired. The ride may then be treated as a no-show.

In the event of a no-show, the full price of the affected Trip leg remains payable, together with reasonable and demonstrable additional costs arising directly from the no-show, insofar as permitted by law.

9.4 Delay of the booked flight

If the stated flight is delayed, the Carrier will try to adjust the planning within reasonable operational possibilities. The Passenger must remain reachable and report relevant changes or problems as soon as possible.

A flight delay does not create an unlimited right to waiting time where further waiting would jeopardise the performance of other Confirmed reservations.

9.5 Delay after landing

If the Passenger is delayed after landing due to, among other things, baggage handling, lost or delayed luggage, border or customs control, medical problems or other exceptional circumstances, the Carrier must be informed as soon as possible. The Passenger must remain reachable and follow the practical instructions of the Carrier or driver.

9.6 Standard waiting time for airport pickup

The standard waiting time for an airport pickup is a maximum of one hour from the recorded landing of the stated flight.

Where operationally possible, the Carrier will try to continue waiting after this period. If further waiting would jeopardise other Confirmed reservations, the driver may temporarily leave the airport to perform those other reservations first.

The Passenger concerned will then be picked up as soon as this is operationally possible again after those reservations have been performed. The Carrier will inform the Passenger through the available communication channels. The Passenger must remain reachable.

Expiry of the standard one-hour waiting time therefore does not automatically result in a no-show or cancellation of the ride.

9.7 No contact with the Passenger

If the Passenger cannot be reached and has provided no information about the reason for the absence, the Carrier may, after assessing the specific circumstances, decide that further waiting or a later pickup is no longer reasonably possible. The ride may then be treated as a no-show.

Article 10 - Obligations of passengers

Every Passenger must:

- follow the driver's safety instructions;
- wear the seat belt in accordance with the applicable rules;
- behave respectfully;
- respect the vehicle and other people's property;
- not hinder or distract the driver.

It is not permitted to:

- smoke or vape in the vehicle;
- consume alcohol in the vehicle unless this has been expressly permitted in advance;
- use or carry illegal drugs;
- carry illegal, dangerous or unsafe-to-transport goods;
- engage in aggressive, threatening, discriminatory or seriously disruptive behaviour;
- intentionally damage the vehicle or endanger road safety.

The driver may refuse or terminate transport when intoxication, drug use, aggression or other behaviour creates a real risk to safety, the driver, other Passengers, the vehicle or the proper performance of the ride.

Where the refusal or termination is directly caused by a serious breach by the Passenger, the ride price remains payable insofar as permitted by law.

Article 11 - Luggage, child seats, wheelchairs, pets and minors

11.1 Number of Passengers and capacity

The actual number of Passengers must be stated when making the reservation. Maximum capacity is determined by the assigned vehicle, the available safe seats, the amount of luggage and the reservation confirmation.

Additional Passengers who were not notified in advance can be transported only when sufficient legal seating and luggage space are available and the planning allows it. The Carrier may refuse transport where safe or legal capacity is lacking.

11.2 Luggage and special luggage

The Customer must report special or bulky luggage in advance. This includes, among other things, surfing equipment, golf bags, large sports equipment, exceptionally large suitcases, folding wheelchairs and other bulky items.

Luggage not reported in advance may be refused when it cannot be transported safely, legally or within the available capacity.

11.3 Valuables and dangerous goods

Valuable, fragile or irreplaceable items generally remain under the Passenger's supervision. Passengers are advised not to leave such items unattended in the luggage compartment.

The Carrier may refuse prohibited, dangerous, leaking, heavily soiling or unsafe-to-transport goods.

11.4 Child seats for children aged 0 to 3

A suitable child restraint system for a child aged 0 to 3 must be provided by the Customer. The system must be suitable for the child, legally usable and correctly and safely installed before departure. A ride cannot be performed when a legally required suitable restraint system is missing.

11.5 Booster seats

Booster seats may be requested in advance. Availability is guaranteed only once the requested seat has been confirmed.

11.6 Wheelchairs

An ordinary folding wheelchair may be transported only as luggage when this has been reported in advance, sufficient luggage space is available and the Passenger can sit in an ordinary vehicle seat independently or with the assistance of the Passenger's own companion.

The Carrier does not provide specialist wheelchair transport. Electric wheelchairs are not transported.

11.7 Pets

Pets must be reported in advance and accepted by the Carrier. An animal must be transported safely in a suitable transport crate, travel bag or other appropriate restraint system, unless expressly agreed otherwise.

The Carrier may refuse an animal when safe transport is not possible. Recognised assistance dogs are treated in accordance with the applicable legal rules; for proper planning, their presence should be reported in advance where reasonably possible.

11.8 Minors without an adult companion

Minor Passengers travelling without a parent, guardian or adult companion are transported only when this has been expressly requested in advance and accepted by the Carrier. The Carrier may request reasonable additional information or arrangements necessary for the safe performance of the ride.

11.9 Items left behind

Items found after a ride are temporarily kept within reasonable possibilities. The Carrier takes reasonable measures to return a found item to the person entitled to it but cannot guarantee that every lost item will be found.

Reasonable costs for shipping or separate return delivery may be charged to the person entitled to the item. Nothing in this article limits liability for loss or damage where the Carrier is liable under applicable law.

Article 12 - Damage, soiling and cleaning

12.1 Normal use

Normal signs of use and normal cleaning are included in the transport service.

12.2 Exceptional soiling

If a Passenger, pet or item brought into the vehicle causes exceptional soiling, the reasonable costs necessary to restore the vehicle to normal condition may be charged. This may include specialised cleaning, odour removal, removal of bodily fluids or professional disinfection.

12.3 Damage

A person who causes damage through fault is liable in accordance with applicable law. Recoverable damage may include reasonable repair costs, replacement when repair is not reasonably possible, necessary third-party costs and demonstrable direct loss caused by the necessary unavailability of the vehicle, insofar as legally recoverable.

No arbitrary or unsubstantiated damage amounts are charged.

12.4 Evidence

The Carrier may substantiate damage with photographs, invoices, quotations, reports and other relevant evidence.

Article 13 - Pickup, airport pickup and live tracking

13.1 Pickup and meeting instructions

The Passenger must follow the most recent Official instructions concerning the pickup address, meeting point, pickup time, reachability and airport pickup. There is no general fixed meeting point for all airports and all rides.

13.2 Live tracking

For certain rides, a personal live tracking link may be made available. Live tracking may become active from "START RIT" and normally ends when the Passenger concerned has been dropped off or when further tracking is no longer operationally necessary.

13.3 Additional service

Live tracking is an additional information service. Its operation may depend on GPS signal, mobile network, internet connection, the driver's device, the Customer's device or browser and external map or location services.

Continuous availability or absolute accuracy can therefore not be guaranteed. A temporary live-tracking failure does not mean that the transport service itself is not being performed correctly.

13.4 Confidentiality of the tracking link

A personal tracking link is intended for the Customer and the Passengers concerned. The link may not be distributed publicly or misused to track the driver or other Passengers for purposes other than the reservation concerned.

13.5 Communication from the driver

The driver may send operational messages concerning departure, arrival, meeting point, delay, navigation and other practical information. The Customer and Passengers must ensure that the contact number provided is correct and reachable.

Article 14 - Shared rides, availability, vehicles, drivers and subcontracting

14.1 Availability before confirmation

The Carrier may refuse a Reservation request when insufficient drivers, vehicles, seats, luggage capacity or planning time are available. A refused request that had not yet been confirmed does not create a right to compensation.

14.2 Shared rides as a standard possibility

Unless a Private ride has been expressly booked and confirmed, the Carrier may combine the reservation with one or more other compatible reservations when this is operationally responsible.

The assessment may take into account, among other things, routes, pickup and drop-off times, flight details, available seats, luggage, vehicle capacity and other operational circumstances. ShuttleOS may support this planning through the Combinatie Wizard.

14.3 Additional travel time on a Shared ride

A Shared ride may involve additional pickup points, additional drop-off points, a different route and reasonable additional travel time. Planning continues to take the confirmed ride details and, where applicable, flight times into account.

The mere fact that a ride has been combined with another reservation does not create a right to a price reduction or compensation.

14.4 Private ride

Only a ride expressly requested as a Private ride and confirmed as such gives a right to guaranteed exclusivity in relation to other reservation files. A Confirmed Private ride is not combined with Passengers from another reservation file.

14.5 Change of vehicle or driver

Unless a specific vehicle or specific driver was expressly confirmed as an essential part of the agreement, the Carrier may use another suitable vehicle or another authorised driver. The replacement vehicle must be suitable for the confirmed capacity and known transport needs.

14.6 Subcontractors and transport partners

The Carrier may engage an authorised subcontractor or transport partner to perform a ride. This does not release the Carrier from responsibilities that remain with it under mandatory law. Necessary reservation details may be shared with that partner for performance of the ride in accordance with Article 17.

Article 15 - Liability

15.1 Careful performance

The Carrier undertakes to perform Confirmed transport services with reasonable professional care.

15.2 Traffic and travel times

Road transport is subject to circumstances that cannot always be fully predicted or avoided in advance. The Carrier is not liable for delay or non-performance insofar as and to the extent that it results from a circumstance beyond the Carrier's reasonable control, was not caused by the Carrier's fault and whose consequences could not be avoided despite reasonable measures.

15.3 Fault of the Customer or Passenger

The Carrier is not liable for damage insofar as and to the extent that it is the direct result of incorrect or incomplete information, late arrival, failure to follow safety instructions, an unreported flight change, unreported special luggage or another fault of the Customer or Passenger.

15.4 Missed flights and other consequential costs

Costs such as new airline tickets, hotel stays, missed activities, replacement transport or other consequential costs are not automatically borne by the Carrier merely because a delay has occurred.

Compensation may be due when and insofar as it is established under applicable law that the Carrier is liable, there is a sufficient causal link, the damage is sufficiently direct and foreseeable, and the damage is properly substantiated.

15.5 No prohibited exclusion of liability

Nothing in these general terms and conditions is intended to exclude or limit liability where this is not permitted by law.

In particular, there is no exclusion of liability that cannot be excluded under mandatory law, including, where applicable, liability for fraud, intentional fault, gross fault, death or personal injury caused by an attributable fault, complete failure to perform an essential contractual obligation except in the event of Force majeure, or other liability that may not legally be limited.

15.6 Mitigation of damage

Each party must take reasonable measures to prevent or limit foreseeable damage.

15.7 Business customers

In relation to business customers, liability for purely indirect business losses such as loss of profit or production interruption may be excluded insofar as permitted by law. This limitation does not apply where mandatory law prohibits such exclusion.

Article 16 - Force majeure and exceptional circumstances

16.1 Force majeure

Force majeure exists when an event is beyond the reasonable control of the affected party, is not attributable to that party's fault, could not reasonably have been foreseen or avoided when the agreement was concluded and makes performance temporarily or permanently impossible.

Not every traffic jam, weather condition, illness or technical failure automatically constitutes Force majeure. The specific circumstances and the extent to which reasonable precautionary or replacement measures were possible are decisive.

16.2 Examples

Depending on the specific circumstances, exceptional natural conditions, serious and unexpected road closures, government measures, security incidents, strikes, general infrastructure failures or other comparable events may constitute Force majeure when the conditions of Article 16.1 are met.

16.3 Duty to notify and alternatives

The party affected by Force majeure informs the other party as soon as reasonably possible. Within reasonable operational possibilities, the Carrier will try to perform the ride later, use another vehicle or another driver, or propose a suitable alternative.

The Customer is not required to accept a materially different alternative.

16.4 Temporary and permanent impossibility

In the event of temporary Force majeure, performance is suspended for the duration of the impossibility, insofar as later performance remains meaningful and possible. If the affected Trip leg can no longer be performed permanently, the agreement ends for the unperformed part and amounts paid in advance for that part are refunded, unless the Customer accepts an alternative.

In the event of genuine Force majeure, no reciprocal cancellation compensation under Article 8.6 is due.

16.5 Safety

The Carrier may refuse to perform or may interrupt a ride when continuation would create a serious and reasonable safety risk.

Article 17 - Personal data and privacy

17.1 Processing of personal data

The Carrier processes personal data insofar as necessary for, among other things, handling Reservation requests, planning and performing rides, communication, customer administration, payment and invoicing, legal obligations, security, dispute management, and the management and improvement of ShuttleOS and the services.

Processing takes place in accordance with the applicable data protection rules, including the General Data Protection Regulation (GDPR).

17.2 Categories of data

Depending on the reservation, the data processed may include name, contact details, addresses, flight and travel details, number of Passengers, luggage details, special transport information, communications, payment and invoicing data and operational or technical data.

17.3 Legal bases

Personal data may be processed when this is necessary for preparing or performing the agreement, complying with a legal obligation, pursuing a legitimate interest, or on the basis of consent where legally required.

17.4 Sharing data

Necessary data may be shared with parties required for performing or supporting the services, including drivers, transport partners, IT and hosting providers, communication and email services, payment and accounting providers and competent public authorities where legally required.

No more data is shared than is reasonably necessary for the relevant purpose.

17.5 Live tracking

For live tracking, location information relating to the service vehicle or driver may be processed temporarily and shown to the Customer or Passengers concerned. This data is used only for the relevant operational and safety purposes and in accordance with the applicable privacy rules.

17.6 Retention periods, rights and privacy notice

Personal data is not retained longer than necessary for the purpose for which it was collected, except where statutory retention obligations apply or there is a legitimate need for the establishment, exercise or defence of legal rights.

Further information on retention periods, data subject rights, contact details, recipients and other privacy aspects is included in the Carrier's separate privacy notice.

Article 18 - Complaints and disputes

18.1 Notification

A complaint must be reported as soon as possible through an Official communication channel. The Customer is asked preferably to do so within fourteen calendar days after the ride concerned, so that the facts can still be properly investigated. This preferred period does not affect mandatory statutory rights.

18.2 Content of the complaint

A complaint should preferably include the reservation number, date of the ride, a clear description of the problem, relevant documents or evidence and the solution requested by the Customer.

18.3 Investigation

The Carrier investigates the complaint on the basis of the available information, including, where relevant, reservation data, communications, planning, operational records, driver information and other relevant evidence.

18.4 Replacement transport arranged by the Customer

Where there is still a reasonable opportunity during a problem to contact the Carrier and allow a solution to be arranged, the Customer is asked to do so first. In an urgent situation, the Customer may take reasonable measures to limit further damage.

Costs of replacement transport booked independently are not automatically reimbursed but may be refunded where this was agreed in advance, the Carrier is liable, the costs were reasonable and necessary, or compensation is legally due.

18.5 Consumer Mediation Service

If a consumer and the Carrier are unable to resolve a dispute following a direct complaint, the consumer may, where the statutory conditions are met, apply to the Consumer Mediation Service. Proceedings before that service are free of charge. This possibility does not affect the parties' right to bring the matter before the competent court.

Article 19 - Applicable law and competent court

19.1 Belgian law

The agreement is governed by Belgian law. This choice of law may not deprive a consumer of the protection of mandatory provisions that apply to the consumer under the applicable rules of private international law.

19.2 Consumers

In a dispute with a consumer, the competent court is determined in accordance with the applicable statutory jurisdiction rules. These terms and conditions do not require a consumer, without exception, to bring proceedings exclusively before the courts of the Carrier's place of establishment.

19.3 Business customers

For disputes with a Customer acting exclusively in the course of a professional or business activity, the competent courts of the judicial district of the Carrier's place of establishment have jurisdiction, unless otherwise agreed or required by mandatory law.

19.4 Invalidity or unenforceability

If a provision proves wholly or partly invalid, void or unenforceable, the remaining provisions remain in force insofar as the agreement can continue without the provision concerned. An invalid provision will not be applied more broadly than is legally possible.

Article 20 - Language versions and prevailing version

20.1 Dutch master version

The Dutch version is the original legal master version of these general terms and conditions.

20.2 Translations

The general terms and conditions may also be made available in English, French, German, Spanish, Portuguese, Swahili, Japanese, Simplified Chinese and Traditional Chinese. The translations are intended to make the same content accessible to the Customer.

20.3 Differences between language versions

In the event of an unintended difference between a translation and the Dutch master version, the Dutch version prevails insofar as permitted by law. Mandatory law and statutory rules of interpretation always remain applicable.

20.4 Version registration

Each version is assigned a unique version number and effective date. The version applicable to the reservation concerned may be recorded and retained by ShuttleOS with the reservation.

End of the general terms and conditions - version 2026.1