

General Terms and Conditions (GTC)

RANGE OF APPLICATION

General Terms and Conditions (hereinafter **GTC**) regulate the mutual relations, rights and obligations of the MG Limousine Service doo as a service provider, its customers as service user and current legislation that defines the way of business.

All deliveries, services, including work and / or transportation service (hereinafter: services) of the **MG Limousine Service doo** as service provider shall be governed exclusively by this **GTC**. The **GTC** also apply to all future deliveries and / or services.

We hereby declare that **GTC** do not apply for clients in cases where exists agreement between the MG Limousine Service doo and client, when agreement is formulated by contract, official document or when the agreement is defined in writing.

Any disregard of these **GTC** will have legal effect only if approved in advanced in writing by the **MG Limousine Service doo** and remain in effect for that case only.

Employees and drivers of the **MG Limousine Service doo** are not authorized to provide and arrange obligations of any kind in the name of the **MG Limousine Service Doo**.

By using service of the **Limo Service Belgrade - Serbia**, the buyer (s) and / or the person (s), as natural or legal person, that is transported (hereinafter also referred to as a passenger) agree to comply with these **GTC**.

Any case of disrespect of the **GTC** will have legal effect only if case cannot be resolved by peaceful means, i.e. by direct agreement with the client. Situation resolved in this manner must be approved in writing by the **MG Limousine Service doo** and the client.

FUNDAMENTALS OF CONTRACT

Services that are contracted and carried out are based on clients' individual requests. Orders may be issued by the phone, an e-mail or in any other form of direct communication. **MG Limousine Service doo** confirms every approved order in writing, via SMS, e-mail or formal letter with return receipt.

The service not confirmed in this manner is considered non-binding by the **MG Limousine Service Doo**, therefore for service with unconfirmed status the **MG Limousine Service doo** does not bear legal, ethical or business responsibility. Inability of receiving service confirmation by the client, when the request is not cancelled, shall be considered received confirmation.

The **MG Limousine Service doo** does not assume any obligation to check the data, documentation or information obtained by the client. The obligation of the client is to synchronize the information on which assignment is based with their needs and tasks specification.

REFUSAL AND TRANSPORT LIMITATION

The **MG Limousine Service doo** reserves the right to refuse to provide, or discontinue provision of service at any time and for any reason, if there is a risk to passengers, staff or resources of the **MG Limousine Service Doo**. In extraordinary circumstances, changes of traffic situation, as well as in cases of natural disasters, the **MG Limousine Service doo** reserves the right to substantially alter the time, route, vehicle or any element of service when it is in the best interests of the passengers, staff and protection of the **MG Limousine Service doo** resources.

People suffering from chronic diseases are obliged to report their health condition, to go on their journey informing the **MG Limousine Service doo** staff about their health problems that may become acute during the voyage, about therapies received in that case and inform timely the **MG Limousine Service doo** about all the ways in which employee can provide them with the necessary assistance on the spot, as well as to forward the information to the nearest medical institution.

People whose behaviour or condition is quite contrary to any aspect of traffic safety, as well as persons who are at risk of harmful behaviour, people who are in the zone of security risks, the **MG Limousine Service doo** may refuse to transport them even though the previously agreed service is confirmed. People who conduct any kind of criminal activity during service provided, the **MG Limousine Service doo** is not obliged to transport and the clause of **GTC** related to the Trade Secret is not valid in case of investigation. With these conditions, the **MG Limousine Service doo** distances itself from any obligation towards the client who has elements of civil or criminal action or can lead to such action by services user.

Children under 6 years of age can not use independently services of the **MG Limousine Service doo** without parental supervision or legal guardian. In cases when children are sent alone on journey, the **MG Limousine**

Service doo is able to provide accompaniment which is responsible to supervise the child. This service is charged separately and is not part of transportation service. Accompanying children under 6 years of age can be also younger minor (14 years of age) who will be responsible to take care of needs and behaviour of child under 6 years of age. The user of service which includes individual children transportation must have adequate documents, or the **MG Limousine Service doo** submits documentation showing that he is child guardian, therefore has right to have minor dislocated in any direction.

Employees of the **MG Limousine Service doo** as part of basic transportation service are not prepared and free to assist and provide services of animation or children supervision as part of basic transportation service. The **MG Limousine Service doo** is obliged to provide means, adequate service in terms of security of children transportation but children behaviour in accordance with instructions of employees of the **MG Limousine Service doo** is obliged to provide legal guardian, i.e. accompaniment.

USER OBLIGATIONS

Realization of the **MG Limousine Service Doo** service requires adequate and timely collaboration by user. Therefore, the user is obliged to take all necessary measures in order to help the **MG Limousine Service doo** to provide fast and secure service. It is particularly important to:

- Indicate all addresses, flight numbers, directions of travel (departures or arrivals) and all its changes, in precise, complete and full manner.
- All modifications of the original agreement are considered accepted and approved by the **MG Limousine Service doo** only after written confirmation.
- It is necessary for service users to be precise, accurate and stick to the information (address, time) they asked during service stipulation, i.e. they indicated in request.
- Use the vehicle with due diligence, avoid behaviour that in any way may endanger the security or adequate service realization.
- Refrain any sort of activity that may distract employee and thus threaten the overall security of transportation, or actions that directly threaten users themselves of the **MG Limousine Service doo** services.
- Not interfere with employee while driving a vehicle.
- Not smoke in vehicles, drink an alcohol, and behave inappropriately and in a manner that may endanger lives and safety of traffic participants.
- Follow all guidelines of the **MG Limousine Service Doo** employees on all matters related to the use of service and vehicle.

In case that the **MG Limousine Service doo** considers that the Passenger's behaviour in vehicle is in such condition that jeopardizes vehicles or people and property on board, or to interfere with the crew carrying out their duty and if the Passenger does not follow crew's instructions including, inter alia, to those related to smoking, alcohol or drug consuming or if he behaves in manner that violates comfort and peace of the other passengers or crew or if that may result damage or the injury thereof, the **MG Limousine Service doo** reserves right to take measures that considers necessary to interrupt such behaviour, including movement restriction. **MG Limousine Service Doo** reserves the right to requests from the Passenger to disembark from vehicle and to refuse further transportation at any point, and to take legal action against the Passenger for offenses committed while he was in the vehicle.

Passenger is required to obtain necessary travel documents and visas and to comply with the travel laws, rules, regulations, terms and conditions of the country to/from which he travels and through which transits.

The **MG Limousine Service doo** does not bear responsibility for consequences the passenger may suffer in case he does not obtain adequate documents or visas or if he does not comply with mentioned laws, rules, regulations, requirements, conditions, rules and instructions.

LUGGAGE

Passenger has right to transport certain quantity of luggage free of charge, subject to the conditions and limitations obtained by the **MG Limousine Service Doo**.

The **MG Limousine Service doo** reserves the right to refuse transport of luggage if there is not enough space for its adequate and secure storage in the vehicle, unless there is a doubt that in the luggage are being transported

object that may endanger safety of participating in traffic (self-igniting and explosive devices), that represent illegal merchandise (narcotics, antiques, materials prohibited by law), luggage whose weight exceeds maximum permitted load of the vehicle, luggage that can not be regularly and safely arranged in designated area because of its nature and size.

Firearms and ammunitions, other than those used for hunting and sport, can not be transported as Luggage. Hunting and sporting weapon may be accepted as registered luggage. The weapon must be unloaded, with safety catch and packed.

The luggage and other valuable object can not remain in vehicle, i.e. the **MG Limousine Service doo** does not bear any responsibility for them even though in cases when service user is leaving the vehicle for short period of time. This regulation is also applied to any kind of confidential information, storage devices and part of manual luggage whose disappearance may cause professional harm to the user or his company.

Forgotten or lost luggage, or other client's personal items, the **MG Limousine Service doo** is obliged to keep three weeks after end of provided service. **GTC** does not predict obligation of the **MG Limousine Service doo** to contact the client in any other way, except the way through which the service was ordered. After three weeks in accordance with the law, the **MG Limousine Service doo** directs the luggage to the institution Lost and Found office and complete legal responsibility passes to this institution and it has right to dispose it without any obligation towards the Passenger.

The **MG Limousine Service doo** will deliver the Luggage to the certain person only on condition that the same person offers convincing evidence of its right to take the Luggage, and in condition in which it has been found.

TRANSPORTATION OF ANIMALS

In vehicles of the **MG Limousine Service doo** it is allowed transportation of domestic, domesticated animals, accustomed to be in proximity of people and longer stay in closed space, under the following conditions:

1. The Passenger is obliged to take care that the animals such as dogs, cats, feathered and other pets are being properly placed in cage and to have valid health certificates, vaccination certificate, entry permit and other documents in accordance with requirements of the country in which is being entered or in which is being in transit. Otherwise, the animals will not be accepted for transportation.
2. Service user that uses the transportation is responsible for animal's behaviour and bears responsibility for any kind of damage caused by animal.
3. The animal can not endanger in any way employees of the **MG Limousine Service Doo**, driver or crew members. The **MG Limousine Service doo** reserves the right to suspend services in cases if the safety of transportation is being jeopardized by animal's behaviour. The **MG Limousine Service doo** reserves the right of changing service fee and extra charge that arise from change of service.
4. The **MG Limousine Service doo** is not responsible in case certain animal does not have necessary permits for entry and exit, health certificates and other documents related to entry of animal in, transit through or exit from certain state, country or territory, and person travelling with the animal is obliged to compensate to the **MG Limousine Service doo** all penalties, expenses, losses or obligations the **MG Limousine Service doo** may consequently suffer. In case that for this reason provision of service is interrupted and user is returned to starting destination, the **MG Limousine Service doo** reserves right of changing the price of service and additional fee arising from change in service.
5. It is prohibited to transport rear animal species, animals protected by law, animals whose transport requires special conditions, assets or veterinary care.
6. Service user is obliged to provide detailed information to the **MG Limousine Service doo** about animal character, life conditions, needs and special needs arising from such transportation. User is obliged to provide all information in writing to the **MG Limousine Service doo** during reservation of the vehicle as part of the first input information.
7. **The MG Limousine Service doo** is not responsible for consequences of animal to the third parties during transportation, does not bear ethic or material responsibility for animal behaviour, its health condition or injuries incurred during transportation. The **MG Limousine Service doo** will not be responsible for injury, loss, sickness or death of the animal accepted for transportation, unless such conditions occurred caused by negligence of passenger transportation.

Procedure of On-Line contracting

On-Line service contracting is in line with business practice of the **MG Limousine Service doo** according to the following procedure.

1. Client enters request specifications in provided fields, on the website of **MG Limousine Service Doo**
2. Based on request specifications the **MG Limousine Service doo** submits an offer that is not legally binding but for information purposes. The offer contains an identification number.

3. After receiving the offer, the client pays by card on website, by e-banking or in other way requested by the client and confirmed in writing by the **MG Limousine Service Doo**
4. After the realization of payment (payment made) with reference to the identification number of the offer, the **MG Limousine Service doo** takes over responsibility for the contracted service.

In cases when the client has need of changing request that has been already paid with reference to the identification number of the offer, the **MG Limousine Service Doo** reserves the right to change fees or reverse contracted obligation based on identification number of the offer. In such cases, made payment is non-refundable.

In cases when paid reservation is canceled up to 24 hours before reserved service, the **MG Limousine Service doo** refunds the repayment in amount of 70% of the value.

Procedure in cases of incorrectly filled reservation is as follows:

1. The client cancels existing offer based on identification number.
2. In following request it is made reference to the number of canceled offer in order to identify the transaction.
3. Change of reservation is considered final after receiving confirmation by the **MG Limousine Service Doo**

In cases when reservation change alters significantly profile of service (more than 7km route) the **MG Limousine Service doo** reserves the right to modify the fees. In such cases based on realized payment, the offer with ID number is being sent again for additional payment of service.

Currency payment provided by the law is RSD. Other currencies are converted at the official rate of the National Bank of Serbia on the day of the transaction.

The MG Limousine Service doo does not bear responsibility for delay in payment, technical interference of card, banks, and the reservation is considered realized upon inflow of funds to the account of company and client being informed by the **MG Limousine Service doo** that the offer based on identification number has been paid.

PAYMENT – TERMS OF PAYMENT

The **MG Limousine Service doo** reserves the right to issue interim bills and pro forma invoice as formal basis for provision of service.

The **MG Limousine Service doo** reserves the right of single charge, wider range of services from basic service that client requested. That means that more complex services offered or organized by the **MG Limousine Service doo** are payable in one or more different invoices in accordance between the **MG Limousine Service doo** and subcontractors.

In terms of service payment, after it has been provided, terms of payment are stated on each individual invoice. Delay of invoice payment automatically implies payment of interest provided by the law.

The **MG Limousine Service Doo**, as part of basic service, is not obliged to organize subcontractors or other companies as a condition for the provision of its services.

At the specific request of the client, the **MG Limousine Service doo** is not obliged to engage persons who have not been trained by the **MG Limousine Service Doo**, who do not meet standards and capabilities evaluation that are procedure at the **MG Limousine Service Doo**

All terms of payment through the internet, payment by card are found on official web page of the **MG Limousine Service doo** and information there are the only authoritative. Every deviation from introduced payment system has to be specially agreed and confirmed in writing by the **MG Limousine Service Doo**

By concluding the agreement with the **MG Limousine Service doo** provided payment conditions may be changed and in that case the agreement is older document than **GTC** of the **MG Limousine Service doo**

In case when service user is late from the pick-up address (does not apply for airport) first 15 minutes is free of charge as an optimal hold, justified with extraordinary circumstances. After the first 15 minutes, the service user will receive SMS notification which is reminiscent of the scheduled ride. In case there is need for transportation but he is not able to start immediately, he needs to return SMS to the call center of the **MG Limousine Service doo** to confirm transportation. In that case every initiated hour of waiting will be charged according to standard price-list.

If the user does not respond on SMS after 15 minutes of delay, the **MG Limousine Service doo** will withdraw the vehicle and will charge only basic service without service of waiting.

The **MG Limousine Service doo** reserves the right to change pro forma invoice for every additional address, route change or change in the number of passengers that depart from different locations.

Upon completion of service provision the user of the **MG Limousine Service doo** is obliged to check its luggage, his hygiene, damage or any complaint related to the luggage transportation can submit at the place of service completion. Any later complaint related to cause of material damage on the luggage will not be accepted.

User of the **MG Limousine Service doo** is obliged to check the passenger compartment in which he was transported, devices he used and document he had with him. The **MG Limousine Service doo** is not responsible for items and values that user leaves behind in the vehicle.

In occasion of driving from the airport, specific terms of business are valid related to the delay:

- Waiting time that falls into the basic service and is not additionally charged is 30 minutes after landing the plane.
- Changing the landing time, which was not generated as mistake in ordering the service or change of plan of the user is not charged. Delayed arrival or any force majeure events out of the user control is not charged.
- After 30 minutes charge of waiting automatically starts according to the official price list for commenced hours. If there are objective reasons for delay in landing (custom, documents control, and lost luggage) it is necessary that user informs the **MG Limousine Service doo** with SMS. If there are objective reasons, out of user's control, additional waiting is not charged.

If the MG Limousine Service doo is forced to pay penalties or suffer expenses because the Passenger did not follow the laws, rules, regulations, requests and other rules of traveling of certain countries, i.e. he did not possess necessary documents, the Passenger is obliged to compensate to the **MG Limousine Service doo** upon request whole amount of the mentioned penalty, i.e. expenses mentioned above. **The MG Limousine Service doo** reserves the right to use value by keeping the luggage for payment of the mentioned penalty or covering up the expenses.

INSURANCE

The **MG Limousine Service doo** provides insurances predicted by the law for its employees, passengers and material property. In addition to the legally required insurance, it is possible to pay for additional insurance through the **MG Limousine Service doo** on the special request of the client.

All the information about expanding the service in this segment by the **MG Limousine Service doo** is available for clients via the contact phone number. Every type of agreement and expansion of service in this segment is agreed in writing before defining entire service as one of the elements of client's requests towards the **MG Limousine Service Doo**

Special insurances are related to the luggage and passenger insurance. Drivers of the **MG Limousine Service doo** are not obliged to know this part of offer and they do not have possibility to realize this segment of service.

MG Limousine Service doo– subcontractors

The **MG Limousine Service doo** reserves the right to engage subcontractors within its basic activity, as well as in related activities of which client demonstrated its need. The **MG Limousine Service doo** is not obliged to inform the client about changes of the subcontractors.

All subcontractors are in compliance with service standards of the **MG Limousine Service doo** and in case of their engagement, the **MG Limousine Service doo** bears complete legal, professional and ethical responsibility for organized service.

At the express request of client, the **MG Limousine Service doo** is not obliged to engage a subcontractor who does not meet standard of service, business and law legitimacy.

BUSINESS SECRET

Every communication containing concrete data related to resources or needs is considered confidential. As a business secret is also considered the communication conducted in informative way and which is not formally concluded by business arrangement.

Every employee of the **MG Limousine Service doo** is signatory of the special agreement on obligations of professional secrecy, towards the MG Limousine Service Doo as well as towards to our clients. Regulations of this agreement are valid and within the company itself. In case when you need to transmit a request to the management of the **MG Limousine Service Doo**, to change the way of service or any other part of the contracted engagement, if the employee estimates that he should transmit your business secret, inside the company, he is not obliged to transmit it. Therefore, you should communicate directly with authorized persons inside the **MG Limousine Service doo** for all information that can be treated as business secret by its type and nature.

In the vehicle that is leased, rented, while in it is present employee of the **MG Limousine Service Doo**, the status of the vehicle in our company is considered as a space under your responsibility. It is strictly prohibited use of any technical means that in any form may have purpose of tracking, interception, interference with telecommunication devices. In case when the client needs such equipment, it is obliged to inform about it the **MG Limousine Service doo** in first request and equipment is being installed and uninstalled in authorized service, in the presence of responsible persons of the **MG Limousine Service doo**.

The application of any type of equipment that endangers safety of the vehicle and traffic for its technical way of functioning is not allowed.

Service user is entitled to request deleting of the written communication related to the services provided and charged by the **MG Limousine Service doo**. The only exception of this rule is financial documentation, necessary for bookkeeping of charge. The addresses from which the service is provided, the number of passengers, their names, contact numbers, routes on which they were going and reaching destinations do not have bookkeeping value and it is possible to erase them from our data base.

Collecting, processing and using personal data of the employee or the **MG Limousine Service doo** as a company that are not considered publicly available data is treated as violation of the business secret.

LEGAL TRACING

Commercial court in Belgrade is competent for all disputes as well as the court which by jurisdiction, application site, belongs to the **MG Limousine Service doo**

We invite all clients in the spirit of good business collaboration to resolve disputes in a peaceful manner, through institutional mediation with mutual understanding.

TERMS OF BUSINESS

This document is composed for better consideration and all elements of our offer from legal and functional aspect. The document is legally binding for both parties except in case of different agreement which is confirmed in writing.

Terms of business are intended to facilitate for you using of services, to inform you about your rights and obligations and to give you the opportunity to recognize easily your needs that go beyond standard initiatives and to pre-arrange the service that will be more complete to you.

Opšti uslovi poslovanja (OUP) PODRUČJE PRIMENE

Opšti uslovi poslovanja (u daljem tekstu **OUP**) regulišu međusobne odnose, prava i obaveza **MG Limousine Service doo** kao pružaoca usluga, njegovih klijenta, kao korisnika usluga i aktuelne zakonske regulative koja definiše načine poslovanja.

Sve isporuke, usluge, uključujući rad i / ili usluga prevoza (u daljem tekstu: usluge) **MG Limousine Service doo** kao pružaoca usluga uređuje se isključivo ovim **OUP**. **OUP** se primjenjuju i na sve buduće isporuke i / ili usluge.

Ovime izjavljujemo da se **OUP** za klijente ne primjenjuje u slučajevima kada je o postignut dogovor između **MG Limousine Service doo** i klijenta, kada je dogovor formulisan ugovorom, zvaničnim dokumentom ili kada je postignuti dogovor definisan u pisanom obliku.

Svaki slučaj nepoštovanja ovih **OUP** imaće pravno dejstvo samo ako je odobren unapred pisanim putem od strane **MG Limousine Service doo** i ostaju na snazi samo za taj slučaj.

Zaposleni i vozači **MG Limousine Service doo** nisu ovlašćeni da daju i ugovaraju obaveze bilo koje vrste u ime **MG Limousine Service doo**

Korištenjem usluge **MG Limousine Service doo**, kupac (i) i / ili osoba (e), kao fizičko ili pravno lice, koja se prevozi (u daljem tekstu se takođe naziva kao putnika) saglasni su da se pridržavaju ovih OUP.

Svaki slučaj nepoštovanja OUP imaće pravno dejstvo samo ukoliko slučaj nije moguće rešiti mirnim putem, odnosno direktnim dogovorom sa klijentom. Situacija koja se na ovaj način rešava mora da bude potvrđena pisanim putem od strane **MG Limousine Service doo** i klijenta.

OSNOVE UGOVORA

Usluge koje se ugovaraju i obavljaju zasnivaju se na pojedinačnim nalogima klijenata. Nalozi mogu da budu izdati telefonom, e-mailom ili u bilo kom drugom obliku neposredne komunikacije. **MG Limousine Service doo** svaki nalog koji je usvojen potvrđuje u pisanom obliku, SMS-om, e-mailom ili formalnim dopisom sa povratnicom.

Usluga koja nije na ovaj način potvrđena smatra se ne obavezujućom od strane **MG Limousine Service doo** te za uslugu u nepotvrđenom statusu **MG Limousine Service doo** ne snosi krivičnu, moralnu ili poslovnu odgovornost. Nemogućnost prijema potvrde usluge od strane klijenta, kada zahtev nije poništen, smatra se uredno primljenom potvrdom.

MG Limousine Service doo na sebe ne preuzima obavezu provere podataka, dokumentacije ili informacija dobijenih od strane klijenta. Obaveza klijenta je da uskladi informacije na kojima se zadatak temelji sa svojim potrebama i specifikacijom zadataka.

NEPRIHVATANJE I OGRANIČENJE PREVOZA

MG Limousine Service doo zadržava pravo da odbije pružanje, ili prekine pružanje usluge u bilo koje vreme i iz bilo kog razloga ukoliko postoji rizik po putnike, zaposlene ili resurse **MG Limousine Service doo**. U vandrednim okolnostima, promenama situacije u saobraćaju, kao i slučajevima elementarnih nepogoda, **MG Limousine Service doo** zadržava pravo da bitno izmeni vreme, rutu, vozilo ili bilo koji element usluge kada je to u najboljim interesima putnika, zaposlenih kao i zaštite resursa **MG Limousine Service doo**

Osobe koje pate od hroničnih bolesti, dužni su da svoje zdravstveno stanje prijave, da na put krenu obaveštavajući zaposlene u **MG Limousine Service doo** o zdravstvenim problemima koji u toku puta mogu da postanu akutni, terapijama koje u tom slučaju primaju i pravovremenim informisanjem obaveste **MG Limousine Service doo** o svim načinima na kojima zaposleni može da im pruži neophodnu pomoć na licu mesta, kao i da prosledi informaciju najbližoj zdravstvenoj ustanovi.

Osobe čije ponašanje ili stanje bitno narušava bilo koji aspekt saobraćajne bezbednosti, kao i osobe kod kojih postoji rizik od štetnog ponašanja, osobe koje se nalaze u zoni bezbednosnih rizika, **MG Limousine Service doo** može da odbije da preveze i ako je predhodno dogovorena usluga, potvrđena. Osobe koje u sklopu usluge sprovode bilo kakvu kriminalnu aktivnost, **MG Limousine Service doo** nije dužan da preveze a klauzula OUP koja se odnosi na poslovnu tajnu u slučajevima istrage ne važi. **MG Limousine Service doo** ovim uslovima, ograđuje

se od bilo koje obaveze prema klijentu koji ima elemente prekršajne ili krivične radnje ili može voditi ka takvoj radnji od strane korisnika usluga.

Deca mlađa od 6 godina ne mogu samostalno koristiti usluge **MG Limousine Service doo** bez nadzora roditelja ili zakonskog staratelja. U slučajevima kada se deca samostalno upućuju na putovanje, **MG Limousine Service doo** ima mogućnosti da obezbedi pratnju koja je dužna da vrši nadzor nad detetom. Ova usluga se dodatno naplaćuje i nije sastavni deo usluge prevoza. Pratlja deci mlađoj od 6 godina može da bude i mladi maloletnik (14 godina) koje je dužno da se stara o potrebama i ponašanju deteta ispod 6 godina. Korisnik usluge koja podrazumeva samostalni transport dece mora da ima adekvatne isprave, ili da **MG Limousine Service doo** dostavi dokumentaciju iz koje se vidi da je on staraoc deteta, te da ima pravo da maloletno lice dislocira u bilo kom pravcu.

Zaposlenu u **MG Limousine Service doo** u sklopu osnovne usluge prevoza nisu pripremljeni i nisu u slobodni da asistiraju i pružaju usluge animiranja ili nadzora dece u sklopu pružanja osnovne usluge prevoza. **MG Limousine Service doo** je dužan da obezbedi sredstva, adekvatnu uslugu sa aspekta bezbednosti transporta dece ali ponašanje dece u skladu sa instrukcijama zaposlenih u **MG Limousine Service doo** dužan je da obezbedi zakonski staralac, odnosno pratnja.

OBAVEZE KORISNIKA

Realizovanje **MG Limousine Service doo** usluge zahteva odgovarajuću i pravovremenu saradnju sa strane korisnika. S toga je korisnik dužan preuzeti sve potrebne mere kako bi pomogao **MG Limousine Service doo** da pruži brzu i sigurnu uslugu.

Posebno je važno:

- Navesti sve adrese, brojeve letova, pravce kretanja (odlazaka ili dolazaka) kao i sve izmene istih, na tačan, kompletan i potpun način.
- Sve izmene prvobitnog dogovora smatraju se prihvaćenim i odobrenim od strane **MG Limousine Service doo** tek nakon pisane potvrde.
- Potrebno je da korisnici usluga budu precizni, tačni i da se pridržavaju informacija (adresa, vremena) koje su tražili prikom ugovaranja posla, odnosno izneli u zahtevu.
- Korišćenje vozila sa dužnom pažnjom, izbeci ponašanje koje na bilo koji način može da ugrozi sigurnost ili adekvatnu realizaciju usluge.
- Uzdržavati se bilo kakvih radnji koje mogu da ometaju zaposlenog i na taj način ugroze opštu bezbednost transporta, ili radnji koje direktno ugrožavaju same korisnike usluga **MG Limousine Service doo**.
- Ne ometaju zaposlenog u upravljanju vozilom
- Ne puše u vozilima, ne piju alkohol, ponašaju se nedolično i na način koji može da ugrozi živote i bezbednost učesnika u saobraćaju
- Pridržavaju se svih upustava zaposlenih u **MG Limousine Service doo** po svim pitanjima vezanim za korišćenje usluge i vozila

Ukoliko **MG Limousine Service doo** smatra da je Putnikovo ponašanje u vozilu takvo da dovodi u opasnost vozilo ili lica i imovinu na njemu, odnosno da ometa članove posade u obavljanju njihove dužnosti ili ukoliko se Putnik ne povinuje uputstvima posade uključujući, između ostalog, onima koji se odnose na pušenje, konzumiranje alkohola ili droge ili ukoliko se ponaša na način koji narušava komfor ili mir drugih putnika ili posade ili koji može rezultirati štetom ili povredom istih, **MG Limousine Service doo** ima pravo da preduzme mere koje smatra neophodnim za prekidanje takvog ponašanja, uključujući onemogućavanje kretanja. **MG Limousine Service doo** ima pravo da od Putnika zahteva da se iskrca iz vozila i odbije dalji prevoz na bilo kojoj tački, te da preduzme zakonske mere protiv Putnika za prekršaje koje je počinio dok se nalazio u vozilu.

Putnik je dužan da pribavi neophodna putna dokumenta i vize i da se pridržava zakona, propisa, uredbi, uslova i pravila putovanja zemalja do/od kojih putuje i kroz koje tranzitira.

MG Limousine Service doo ne snosi odgovornost za posledice koje Putnik pretrpi ukoliko ne pribavi odgovarajuća dokumenta ili vize i ukoliko se ne pridržava pomenutih zakona, propisa, uredbi, zahteva, uslova, pravila i upustava.

PRTLJAG

Putnik ima pravo na besplatan prevoz određene količine prtljaga, shodno uslovima i ograničenjima koje može dobiti od **MG Limousine Service doo**

MG Limousine Service doo zadržava pravo da odbije transport prtljaga ako nema dovoljno prostora za njegovo adekvatno i bezbedno skladištenje u vozilu, ukoliko postoji sumnja da se u prtljagu prevoze predmeti koji mogu da ugroze bezbednost učestvovanja u saobraćaju (samozapaljive i eksplozivne naprave), predstavljaju ilegalnu robu (narkotici, antikviteti, zakonom zabranjeni materijali), prtljag čija težina prelazi maksimalno dozvoljeno opterećenje vozila, prtljag koji ne može biti pravilno i bezbedno poredan u za to predviđenom prostoru zbog svoje prirode i veličine.

Vatreno oružje i municija, osim onih koji se koriste za lov i sport, ne smeju se prevoziti kao Prtljag. Lovačko i sportsko oružje i municija mogu biti prihvaćeni kao registrovani prtljag. Oružje mora biti ispražnjeno, zakočeno i upakovano

Prtljag i drugi vredni predmeti ne mogu ostati u vozilu, odnosno **MG Limousine Service doo** ne snosi nikakvu odgovornost za njih čak i u slučajevima kada kornisnik usluge napušta vozilo na kratak vremenski period. Ova odredba odnosi se i na bilo kakvu povreljivu dokumenaciju, aparata za skladištenje DATA podataka i deo ručnog prtljaga čiji bi nestanak korisniku ili njegovoj kompaniji naneo poslovnu štetu.

Zaboravljeni ili izgubljeni prtljag, ili druge lične predmete klijenta, **MG Limousine Service doo** je dužan da čuva tri nedelje nakon završetka realizovane usluge. OUP ne predviđaju obavezu **MG Limousine Service doo** da klijenta kontaktira na bilo koji drugi način, osim kontakta putem kog je usluga naručena. Nakon tri nedelje u skladu sa zakonom **MG Limousine Service doo** usmerava prtljag na instituciju Biro za izgubljene stvari i kompletna pravna odgovornost na taj način prelazi na ovu instituciju I ima pravo da isti otuđi bez ikakve obaveze prema Putniku.

MG Limousine Service doo će Prtljag dati dotičnoj osobi isporučiti samo pod uslovom da ista ponudi uverljive dokaze o svom pravu da preuzme Prtljag, a u stanju kakav je pronađen.

PREVOZ ŽIVOTINJA

U vozilima **MG Limousine Service doo** dozvoljen je prevoz domaćih, pripitomljenih životinja, naviknutih na blizinu ljudi i duži boravak u zatvorenom prostoru, pod sledećim uslovima:

1. Putnik je dužan da se postara za to da životinje kao što su psi, mačke, pernati i drugi kućni ljubimci budu propisno smešteni u kavez i da imaju važeća zdravstvena uverenja, potvrde o vakcinaciji, dozvole za ulazak i druga dokumenta u skladu sa zahtevima zemlje u koju se ulazi ili se u istoj nalazi u tranzitu. U suprotnom, životinje neće biti primljene na prevoz.
2. Korisnik usluge koji koristi prevoz odgovoran je ponašanje životinje i snosi odgovornost za bilo kakvu štetu koju životinja napravi.
3. Životinja ne sme na bilo koji način da ugrožava zaposlene u **MG Limousine Service doo**, vozača ili članove posade prevoza, **MG Limousine Service doo** zadržava pravo obustavljanja usluge u slučajevima da je bezbednost prevoza ugrožena ponašanjem životinje. **MG Limousine Service doo** zadržava pravo promene cene usluge i dodatne naplate koja proizilazi iz promene usluge.
4. **MG Limousine Service doo** ne snosi odgovornost u slučaju da određena životinja nema neophodne dozvole za ulazak i izlazak, zdravstvene potvrde i druga dokumenta vezana za ulazak životinje u, tranzit kroz ili izlazak iz određene zemlje, države ili teritorije, a osoba koja putuje sa životinjom dužna je da nadoknadi **MG Limousine Service doo** sve kazne, troškove, gubitke ili obaveze koje **MG Limousine Service doo** eventualno usled toga pretrpi. U slučaju da se iz ovog razloga prekine pružanje usluge i kornisnik se vraća na polaznu destinaciju, **MG Limousine Service doo** zadržava pravo promene cene usluge i dodatne naplate koja proizilazi iz promene usluge.
5. Zabranjen je transport retkih vrsta životinja, životinja koje su zaštićene zakonom, životinja čiji transport zahteva posebne uslove, sredstva ili veterinarsku negu.
6. Korisnik usluga dužan je da detaljno informiše **MG Limousine Service doo** karakteru životinje, životnim uslovima, potrebama kao i posebnim potrebama koje proizilaze iz ovakvog transporta. Sve informacije korisnik je dužan da dostavi pisanim putem **MG Limousine Service doo** prilikom rezervacije vozila u sklopu prvih ulaznih informacija.
7. **MG Limousine Service doo** ne snosi odgovornost za posledice koje životinja u toku transporta nanese trećim licima, ne snosi moralnu ni materijalnu odgovornost za ponašanje životinje, njeno zdravstveno stanje ili povrede koje nastanu u toku transporta. **MG Limousine Service doo** neće snositi odgovornost za

povredu, gubitak, bolest ili smrt životinje koje je prihvatio na prevoz, osim ako navedena stanja nisu nastupila usled nemara mere prevoz putnika

Postupak On- Line ugovaranja

On Line ugovaranje usluge usklađeno je sa poslovnom praksom **MG Limousine Service doo** po sledećoj proceduri.

1. Klijent unosi specifikaciju zahteva u za to predviđena polja, na sajtu **MG Limousine Service doo**
2. Na osnovu specifikacije zahteva **MG Limousine Service doo** dostavlja ponudu koja nije pravno obavezujuća već je informativnog karaktera. Ponuda sadrži identifikacioni broj.
3. Nakon dobijanja ponude, klijent preko sajta vrši plaćanje karticom, e-bankingom ili na drugi način koji je zahtevan od strane klijenta a od **MG Limousine Service doo** potvrđen pisanim putem.
4. Nakon realizacije plaćanja (izvršene naplate) sa pozivom na identifikacioni broj ponude, **MG Limousine Service doo** na sebe preuzima odgovornost za ugovorenu uslugu.

U slučajevima kada klijent ima potrebu za promenom zahteva koji je već plaćen po identifikacionom broju ponude, **MG Limousine Service doo**, zadržava pravo promene cena ili poništavanja ugovorene obaveze na osnovu identifikacionog broja ponude. U takvim slučajevima, realizovana naplata je nepovratna.

U slučajevima kada se plaćena rezervacija poništava do 24 sati pre rezervisane usluge, **MG Limousine Service doo** vrši povraćaj plaćanja u iznosu od 70% vrednosti.

Procedura u slučajevima pogrešno ispunjene rezervacije je sledeća:

1. Klijent poništava postojeću ponudu po identifikacionom broju.
2. U sledećem zahtevu navodi se broj poništene ponude u cilju identifikacije transakcije
3. Promena rezervacije smatra se konačnom nakon prijema potvrde od strane **MG Limousine Service doo**

U slučajevima kada promena rezervacije bitno menja profil usluge (više od 7 km.rute) **MG Limousine Service doo** zadržava pravo modifikacije cena. U takvim slučajevima na osnovu realizovane naplate, ponovo se šalje ponuda sa ID brojem za iznos doplate usluge.

Valuta plaćanja koja je predviđena zakonom je RSD. Druge valute konvertuju se po zvaničnom kursu Narodne Banke Srbije na dan transakcije.

MG Limousine Service doo ne snosi odgovornost za kašnjenje uplate, tehničke smetnje kartica, banaka a rezervacija se smatra realizovanom nakon priliva sredstava na račun firme i obaveštenja klijenta od strane **MG Limousine Service doo** da je ponuda po identifikacionom broju uplaćena.

NAPLATA – USLOVI PLAĆANJA

MG Limousine Service doo zadržava pravo izdavanja privremenih računa i predračuna kao formalnih osnova za pružanje usluge.

MG Limousine Service doo zadržava pravo jedinstvene naplate, šireg spektra usluga od osnovne usluge koje je klijent zahtevao. To znači da su kompleksnije usluge koje je pružio ili organizovao **MG Limousine Service doo** naplative na jednoj ili više različitih faktura u skladu sa dogovorom **MG Limousine Service doo** i podizvođača.

U uslovima plaćanja usluge, nakon što je ona pružena, rok plaćanja je naveden na svakoj pojedinačnoj fakutri. Kašnjenje plaćanja fakture automatski podrazumeva naplatu zakonom predviđene kamate.

MG Limousine Service doo nema obavezu da u sklopu osnovne usluge, organizuje podizvođače ili druge firme koje kao uslov za pružanje svoje usluge.

MG Limousine Service doo nema obavezu da na pojedinačnim poslovanjima, na izričiti zahtev klijenta, angažuje lica koja nisu prošla obuku **MG Limousine Service doo**, ne zadovoljavaju standarde i proveru sposobnosti koje su procedura **MG Limousine Service doo**.

Svi uslovi plaćanja preko interneta, plaćanja karticama nalaze se na zvaničnoj stranici **MG Limousine Service doo** i informacije na tom mestu su jedine merodavne. Svako odstupanje od uvedenog sistema plaćanja mora da bude posebno dogovoreno i pisanim putem potvrđeno od strane **MG Limousine Service doo**.

Zaključivanjem ugovora sa **MG Limousine Service doo** mogu biti promenjeni predviđeni uslovi plaćanja i u tom slučaju ugovor je stariji dokument od OUP-a **MG Limousine Service doo**

U slučaju kada korisnik usluga kasni sa pick up adrese (ne važi za aerodrom) prvih 15 minuta se ne naplaćuje kao optimalno čekanje, opravdano vandrednim okolnostima. Nakon prvih 15 minuta, korisnik usluge dobiće SMS obaveštenje u kojem se potseća na zakazanu vožnju. Ukoliko postoji potreba za prevozom a on nije u mogućnosti da krene odmah, potrebno je da povratnim SMS-om, **MG Limousine Service doo** call centru potvrdi prevoz. U tom slučaju svaki započeti sat čekanja naplaćuje se po standardnom cenovniku.

Ukoliko korisnik ne odgovori na SMS nakon 15 minuta kašenja, **MG Limousine Service doo** će povući vozilo i naplatiti samo osnovnu uslugu bez usluge čekanja.

MG Limousine Service doo zadržava pravo izmene predračuna za svaku dodatnu adresu, promenu rute ili promenu broja putnika koji polaze sa različitih lokacija.

Po završetku pružanja usluge korisnik **MG Limousine Service doo** dužan je da pregleda svoj prtljag, njegovu higijenu, oštećenja ili bilo koju pritužbu vezanu za transport prtljaga može da da na mestu završetka usluge. Svaka nadknadna pritužba vezana za nastalu materijalnu štetu na prtljagu neće biti uvažena.

Korisnik **MG Limousine Service doo** dužan je da proveri putnički prostor u kojem se prevezio, uređaje koje je koristio i dokumenta koja je imao sa sobom. **MG Limousine Service doo** ne snosi odgovornost za predmete i vrednosit koje korisnik za sobom ostavlja u vozilu.

Prilikom vožnji sa aerodroma važe specifični uslovi poslovanja vezani za kašnjenje:

- Vreme čekanja koje spada u osnovnu uslugu i dodatno se ne naplaćuje je 30 minuta po sletanju aviona.
- Vreme pomeranja sletanja, koje nije nastalo kao greška u naručivanju usluge ili promene plana korisnika se ne naplaćuje. Odloženo sletanje ili bilo koje okolnosti više sille van kontrole korisnika se ne naplaćuje.
- Nakon 30 minuta automatski počinje naplata čekanja po zvaničnom cenovniku za započeti sat. Ukoliko postoje objektivni razlozi za kašnjenje isrcavanja (carina, kontrola dokumenata, izubljeni prtljag) potrebno je da korisnik obavesti **MG Limousine Service doo** SMS porukom. Ukoliko postoje objektivni razlozi, van kontrole korisnika, dodatno čekanje se ne naplaćuje.

Ukoliko **MG Limousine Service doo** bude prinuđen da plati kazne ili pretrpi troškove zato što se Putnik nije pridržavao zakona, propisa, uredbi, zahteva i drugih pravila putovanja dotičnih zemalja, odnosno zato što nije posedovao neohodna dokumenta, Putnik je dužan da nadoknadi **MG Limousine Service doo** na zahtev istog celokupan iznos pomenute kazne, odnosno pomenutih troškova. **MG Limousine Service doo** ima pravo da za plaćanje pomenute kazne ili pokrivanje troškova iskoristi vrednost zadržavanjem prtljaga.

OSIGURANJE

MG Limousine Service doo obezbeđuje zakonski predviđena osigurana za svoje zaposlene, putnike i materijalnu imovinu. Pored ovog zakonski propisanog osiguranja, moguće je preko **MG Limousine Service doo** uplatiti dodatna osiguranja na poseban zahtev klijenta.

Sve informacije o proširivanju usluge u ovom segmentu, od strane **MG Limousine Service doo** dostupne su klijentima preko kontakt telefona. Svaki vid dogovaranja i proširivanja usluge u ovom segmentu, pisano se ugovara pre definisanja cele usluge kao jedan od elemenata zahteva klijenta prema **MG Limousine Service doo**. Posebna osiguranja odnose se na osiguranje prtljaga i osiguranje putnika. Vozači **MG Limousine Service doo** nisu dužni da poznaju ovaj deo ponude i nemaju mogućnosti da ovaj segment usluge realizuju.

MG Limousine Service doo– podizvođači

MG Limousine Service doo zadržava pravo angažovanja podizvođača u okviru svoje osnovne delatnosti, kao i u srodnim delatnostima za kojima je klijent pokazao potrebu. **MG Limousine Service doo** nije dužan da o promenama podizvođača obaveštava klijenta.

Svi podizvođači su u skladu sa propisanim standardima usluge **MG Limousine Service doo** i u slučaju njihovog angažovanja, **MG Limousine Service doo** snosi punu pravnu, profesionalnu i moralnu odgovornost za organizovanu uslugu.

Na izričiti zahtev klijenta **MG Limousine Service doo** nije dužan da angažuje podizvođača koji ne zadovoljava standarde usluge, poslovanja i zakonske legitimnosti.

POSLOVNA TAJNA

Svaka komunikacija koja sadrži konkretne podatke o resursima ili potrebama smatra se poslovnom tajnom. Poslovnom tajnom smatra se i komunikacija koja je vođena informativno i koja nije formalno završena poslovnim aranžmanom.

Svaki zaposleni u **MG Limousine Service doo** potpisnik je posebnog ugovora o obavezama čuvanja poslovne tajne, kako prema **MG Limousine Service doo**, tako i prema našim klijentima. Odredbe ovog ugovora važe i unutar same kompanije. U slučaju kada upravi **MG Limousine Service doo** treba da prenesete zahtev, promenite način usluge ili bilo koji deo ugovorenog angažmana, zaposleni ukoliko proceni da treba da prenese vašu poslovnu tajnu, unutar firme, nije u obavezi da je prenese. S toga, direktno komunicirajte sa ovlašćenih licima unutar **MG Limousine Service doo** za sve informacije koje po svom tipu i prirodi mogu da se tretiraju kao poslovne tajne.

U vozilu koje je zakupljeno, iznajmljeno, dok je u njemu prisutan zaposleni u **MG Limousine Service doo**, status vozila kod nas u kompaniji vodi se kao prostor pod Vašom odgovornošću. Strogo je zabranjena primena bilo kojih tehničkih sredstava koja u bilo kom obliku mogu da imaju namenu praćenja, prisluškivanja, ometanja telekomunikacionih uređaja. U slučaju kada je klijentu neophodna takva oprema, dužan je da u prvom zahtevu o tome obavesti **MG Limousine Service doo**, oprema se montira i demontira u ovlašćenom servisu, u prisustvu odgovornih lica iz **Limo Service Belgrade - Serbia**.

Primena bilo kakva oprema koja po svom tehničkom načinu funkcionisanja, svojim karakteristikama ugrožava bezbednost vozila i saobraćaja nije dozvoljena.

Korisnik usluge ima pravo da zahteva brisanje pisane komunikacije u vezi sa uslugom koja je realizovana i naplaćena od strane **MG Limousine Service doo**. Jedini izuzetak ovog pravila je finansijska dokumentacija, neophodna za knjigovodstveno vođenje naplate. Adrese sa kojih je usluga pružena, broj putnika, njihova imena, kontakti, rute na koje su odlazili i destinacije na koje su odlazili, nemaju knjigovodstvenu vrednost i moguće ih je obrisati iz naše baze podataka.

Prikupljanje, obrada i korišćenje podataka o ličnosti zaposlenog ili **MG Limousine Service doo** kao kompaniji koji se ne smatraju javno dostupnim podacima, tretira se kao kršenje poslovne tajne.

PRAVNI SLED

Za sve sporove nadležan je privredni sud u Beogradu kao i sud koji po jurisdikciji, mestu prijave, pripada **MG Limousine Service doo**.

Sve klijente u duhu dobre poslovne saradnje pozivamo da sporove rešavamo mirnim putem, putem institucionalne medijacije sa uzajamnim rezumevanjem.

USLOVI POSLOVANJA

Ovaj dokument sastavljen je u cilju boljeg sagledavanja i svih elemenata naše ponude sa pravnog i funkcionalnog aspekta. Dokument je pravno obavezujući za obe strane osim u slučaju drugačijeg dogovora koji je potvrđen pisanim putem.

Uslovi poslovanja imaju za cilj da Vama olakšaju korišćenje usluga, informišu Vas o Vašim pravima i obavezama i daju Vam mogućnost da svoje potrebe koje izlaze iz okvira standardne ponude lakše prepoznate i unapred dogovorite uslugu koja će za Vas biti kompletnija.