

CHANGE AND CANCELLATION POLICY

We understand that your plans may change thus we have designed a flexible cancellation policy that helps you and supports our chauffeurs:

(a) Transfer Services

For transfer services, cancellation is allowed up to 3 hours prior to service. If changes or cancellation occurs inside of 3 hours a 50% penalty fee will be assessed.

(b) Hourly Bookings

For hourly bookings, cancellation is free of charge if there are more than 6 hours left before the agreed pickup time. If there are 6 hours or less before the agreed pickup time, the 50% of the price must be paid. A cancellation can only be done by using the cancel feature in our App or Website.

Star Lux requires that all changes be received by phone, email or through our website at least 3 hours prior to pick-up. If a change made less than three hours prior to pick-up cannot be accommodated, the resulting cancellation may cause a full or partial charge to the customer.

NO-SHOWS WITHOUT CANCELLATION, DELAY TO THE USER

(a) Transfer Services

A ride is considered a no-show if the User, or guest, has not shown up without cancellation within 30 minutes after the agreed pickup time at the agreed pickup location. If a customer does not show up, the ride must be paid for in full, whereas possible surcharges for waiting time do not apply.

- For airport or train station (only long-distance train stations) pickups the ride is considered a no-show when the User, or passenger, has not shown up without cancellation within 60 minutes after the agreed pickup time at the agreed pickup location, at which flight and train delays or earlier flights and trains lead to a deferral of the scheduled pickup time by the planned period between the planned arrival time and the original pickup time. If a customer does not show up, the ride must be paid for in full, whereas possible surcharges for waiting time do not apply.

(b) Hourly Bookings

A ride is considered a no-show if the User, or passenger, has not shown up without cancellation after the expiration of the hours booked after the agreed pickup time at the agreed pickup location. If a customer does not show up, the ride must be paid for in full.

- For airport or train station (only long-distance train stations) pickups the ride is considered a no-show when the User, or passenger, has not shown up without cancellation after the expiration of the hours booked after the agreed pickup time at the agreed pickup location, at which flight and train delays or earlier flights and trains lead to a deferral of the scheduled

pickup time by the planned period of time between the planned arrival time and the original pickup time. If a customer does not show up, the ride must be paid for in full.

Not being at your pick-up location without notifying Star Lux may result in a no-show charge.
WAITING TIME POLICY

WAITING TIMES FOR TRANSFER SERVICES

For transfer services, no surcharges are applied in the case of airport or train station (excluding long-distance train stations) for a waiting time of up to 60 minutes after the agreed pickup time, at which flight and train delays or earlier flights and trains lead to a deferral of the scheduled pickup time by the planned period of time between the planned arrival time and the original pickup time, and up to 15 minutes from the agreed pickup time in all other cases. Each additional minute of waiting time will be calculated as a flat rate, according to the hourly booking prices of the municipal area as well as the vehicle category.

- AIRPORT PARKING FEES

When booking a reservation from the airport parking fees will be added to the fare. The airport parking fee is based upon the parking rate of the Port Authority.

- Extra Stops:

Extra "in-route" stop between 10 to 30 minutes will result in \$35 additional charge. If the stop lasts more than 30 minutes, there is more than one stop or the requested stop is "off-route", then the trip will convert to an hourly rate.

- OTHER FEES

Additional stops, parking, and tolls will be added to your price total once the ride has been completed.

UNPAID CREDIT CARD INVOICES

For unpaid credit card debts, Star Lux charges the User for the incurred expenses (bank, credit card company) and reserves the right to assert an appropriate handling fee per incident.