

Passenger Transport Agreement

1-Parties

This Passenger Transport and Service Agreement, Mehmet Emin Özdeş, the company registered at BARBAROS HAYRETTİN PAŞA MAH.1997 SOK.NO: 12 INTERIOR DOOR NO: 93 PHUKET LIFE SUITES ESENYURT ISTANBUL is arranged between passengers who make reservations via www.biivip.com and/or the internet. the person on whose behalf the booking is made (hereinafter referred to as the "Passenger").

Unless otherwise stated in this Agreement, "Biivip.com and Passenger" shall be referred to as "Party" separately and as "Parties" together.

2-Subject

With this Agreement, the Parties; In airport transfers within the borders of Turkey, before and after the flight, the transfer service purchased by the passengers in the airport-address or address-airport directions is provided with the specified vehicles, and this service is provided by "Bivip for the price determined within the framework of the provisions of the Contract stated below".

3- Service and Payment Information

3.1. The contract price is stated in the service details including tax.

3.2. I accept and authorize Biivip.com that all fees for the transfer service I have received and/or will receive within the scope of this Agreement shall be collected by my credit card, which I will use on the İYZICO screen.

3.3. Billing period of the purchased service V.U.K. 7 days, including the date of purchase, without skipping a month.

4- General provisions

4.1 The passenger is obliged to act in accordance with all kinds of legislation, especially the Highway Traffic Law, and it is obligatory to act in accordance with all kinds of rules, such as wearing a seat belt as required and complying with it within the framework of the legislation. with safety rules in the vehicle.

4.2 When the passenger receives the transfer service with a credit or debit card, he is deemed to have accepted the written terms of the relevant contract, even if the user has not signed the service contract.

4.3 In order to benefit from the transfer service subject to this Agreement, the passenger must have made a reservation at least 4 hours before the transfer time. On religious and national holidays, New Year's Eve and other public holidays, reservations must be made at least 48 hours before the transfer time. The

reservation can be canceled by the Passenger up to 48 hours before the transfer time. In this case, the service fee paid to the Passenger will be refunded. No refunds will be made for cancellations made outside of the specified hours.

4.4 Passenger is not authorized to change routes in all travel services. The requests of the passenger to stop at a different location between the determined route and to wait for a while at this location are not accepted. In VIP transfer service, requests for different points other than the route(s) specified in the contract are charged for each different point.

4.5 Biivip.com, for the transfer service for which all evaluation authority belongs to it; The passenger has to allocate a vehicle suitable for the number of passengers and baggage volume determined at the time of purchasing the transfer service. Biivip.com accepts and undertakes that all personal accident and seat insurances of all vehicles to be allocated to the service subject to this Agreement will be made in full, periodic maintenance of the vehicles will be done within the period, and that the materials such as those that should be mandatory are complete. Spare wheel, first aid equipment, fire extinguisher, reflector will be in the vehicle. Biivip.com will not be responsible for any traffic accident or other reason that may occur during the transfer, in case of bodily or material damage to the customer or damage to the transported goods. In such a case, the customer irrevocably accepts and declares that Biivip.com will not have any responsibility arising from the provisions of Article 66 of the Code of Obligations and other legislation.

4.6 Except for Biivip.com's acceptance of the passenger and baggage information given by the passenger at the time of purchase, passengers or baggage exceeding the limits accepted by Biivip.com cannot be accepted into the vehicle. If the passenger gives up the transfer service for this reason, no refund can be made.

4.7 When necessary, the vehicle personnel who will carry out the passenger transfer are obliged to certify that the purchaser of the service is the customer, with the identity documents and reservation document issued by the legal authorities. The customer who does not fulfill this obligation will not be transferred. However, Biivip.com may make the Passenger use this service if it is satisfied that the credit card holder with whom the reservation is made has given consent.

Sign up to receive this service.

4.8 Biivip.com is not responsible for the loss or damage of any item left in the vehicle during the transfer by the customer. In such a case, the Passenger should call the Biivip.com call center and if the forgotten item is found, it should be delivered from the given address.

4.9 Bags, chests, parcels, etc. as luggage in Biivip.com transfer vehicles. available. she does not accept. The passenger has a maximum baggage allowance of 1 handbag and 1 suitcase (bag weight 8 kg, accompanying suitcase must not exceed 32 kg) per person. The passenger accepts, undertakes and declares that there is no flammable, combustible, explosive, narcotic, liquid, odorous, radioactive substance in

the baggage subject to transfer and that is prohibited to be transported or stored by the United States legislation. If the presence of the items listed in the baggage is noticed by the driver, the baggage in question will not be accepted into the vehicle. In addition, in such cases, the passenger cannot make any claims or claims against Biivip.com under any name whatsoever. In the trunk; In case the existence of the above-mentioned substances is noticed, the situation will be immediately notified to the competent authorities by Biivip.com. the presence of the listed substances is not noticed by the driver; if the vehicle is detected by the law enforcement officers who are stopped and searched during the transfer; Any damages and losses incurred by Biivip.com and/or any person for this reason shall be covered immediately by the passenger in cash and in full.

4.10 In our transfer vehicles, pet transfers are made in a secure cage without disturbing other passengers, with prior notice at the time of booking. Only cats, dogs and small songbirds are allowed as pets.

The cage dimensions should be a maximum of 23*40*55.

4.11 Passenger information

4.11.1 Reservation information or preliminary information regarding the service received by the passenger will be shared via e-mail and/or SMS. Responsibility for the accuracy of the telephone and e-mail information given by the passenger belongs to him. Biivip.com cannot be held responsible if the said contact information is incorrect and the information cannot reach the Passenger.

4.11.2 For shared transfers purchased, the estimated pick-up time will be shared with the passenger 12 hours before the transfer via e-mail and/or SMS. In VIP service, service will be provided according to the pick-up and drop-off times determined by the passenger himself.

4.12 In transfers from a certain point to the airport; Biivip.com declares and undertakes that the vehicle allocated for the transfer will be found at the designated point at the transfer time. Before the determined transfer date and time, the Passenger is informed by e-mail and SMS. As of the transfer time notified to the passenger, any extraordinary situation, unexpected situation, force majeure, flood, hail, rain, traffic jam, etc. livable. A delay of 20 (twenty) minutes will be considered a reasonable delay. At transfer points such as the site, mass housing; Biivip.com is not responsible for the delay of 20 (twenty) minutes due to the security guards preventing the vehicle from entering the site. If 20 (twenty) minutes are exceeded in this way and the Passenger does not wait for the vehicle, no refund will be made. Passengers must be at the designated point at the transfer time with their luggage. If the passenger is not present at the transfer point at the transfer time, the vehicle allocated to Biivip.com is obliged to wait for the passenger for 10 (ten) minutes. If the passenger does not reach the designated point with his luggage after 10 (ten) minutes, the vehicle does not have to wait any longer. Time notifications of Biivip.com operations, call center and drivers will be binding on the parties.

4.13 In case of not writing the flight number, delay or waiting for more than 1 (one) hour for any reason, Biivip.com will no longer have to wait for a vehicle at the airport. In shared transfers, transfers are made by Biivip.com according to convenient hours and vehicle availability. In VIP service, the service is provided by Biivip.com by allocating a suitable vehicle.

4.14. Contract and campaign conditions with contracted companies will be valid. Biivip.com is obliged to ensure that the vehicles reach the service points at the promised time to the Passenger. In case the said vehicle cannot go to the approved job due to a problem originating from the Biivip.com, a second vehicle will be provided without any additional charge to the Passenger. If the second vehicle cannot reach In case the Passenger arrives at his address on time or the Passenger does not arrive on time with the second vehicle, Biivip.com will cover all the alternative transportation costs necessary for the Passenger to reach the airport. In cases where the passenger has to use another transportation vehicle (eg commercial taxi, public transportation vehicles, own vehicle), the service will be provided free of charge at the time the passenger wishes or in the amount paid for the service. (in return for the document) will be refunded to the credit card without any deduction.

4.15. It is not obligatory for the vehicle driver to leave the vehicle at the transfer point and accompany the passenger to the vehicle or home.

4.16. Children under the age of 16 will not be transferred without adult accompanying or parental consent.

4.17. In shared transfers, if wheelchair transfer is requested with the passenger to be transferred, this should be stated by the passenger at the time of booking. Otherwise, the Passenger is responsible for any damages that may arise and/or arise due to the delay and/or the Passenger's inability to board the vehicle. Passengers with physical disabilities who are able to meet their personal needs can travel alone without an accompanying person. However, the Passenger who cannot meet his personal needs can be transferred with an accompanying person. Reservations must be made and the fee must be paid for this companion.

4.18. An additional transaction fee may be charged to your ticket fee by your bank when purchasing tickets online with your credit card. For detailed information, the passenger should contact their bank.

5. CANCELLATION – REFUND TERMS

5.1. In case the periods specified in this Agreement pass and/or the conditions are not met, the right of withdrawal cannot be used and Biivip.com will not refund the fee.

5.2 If you have received your reservation from the Biivip.com website, mobile application or call center, you can make changes and cancellations 12 hours in advance with your REF (Reference) Code and identity information, through any of the online sales channels or the call center. You can get a full refund of your uninterrupted payment. .

5.3. Cancellation of the reservation and/or not receiving the service due to the Passenger's non-compliance with the obligations in this Agreement and/or any fault and/or negligence of the Passenger. For this reason, all legal rights of Biivip.com except the collection of the service fee are reserved.

5.4 Biivip.com has the right to retain the transaction amounts until the date the Member approves the Payment Transaction, especially in the following cases, in case of Suspicious Transactions and notification by the User or System Partner. Provided that the suspicious situation is documented, payments will not be processed definitively if it is finalized.

– If there is any doubt that the Payment Transaction is not in compliance with the legal provisions,

– If there is a suspicion that the Payment Transaction was made without the knowledge of the credit card holder used in the Payment Transaction,

– If there is a suspicion that the Payment Transaction was carried out without the knowledge of the bank account holder used in the Payment Transaction,

– If there is any doubt that the Payment Transaction is not an actual Payment Transaction (except for tests).

5.5. Rules to be followed while traveling with Biivip.com;

-Do not take alcohol and drugs while traveling in the vehicle.

-Avoid actions that may distract the driver

-Don't talk loudly in the car

5.6 This Agreement will be subject to the Laws of TURKEY. Courts and Enforcement Offices are authorized to resolve any disputes arising from the interpretation and application of this Agreement between the Parties.