

Terms & Conditions

Customer Terms for Private Transfers, Chauffeur Services, Tours & Related Transportation Services

August 2026

CANCELLATION 48+ hours: refund subject to agreed deposit/administration charge. Less than 48 hours: non-refundable.	AIRPORT WAITING 90 minutes complimentary after actual landing. €30 per additional 30 minutes.
FLIGHT DELAYS Up to 4 hours normally accommodated. More than 4 hours: new booking required.	STANDARD PICKUPS 30 minutes complimentary waiting. €30 per additional 30 minutes.

Business Information

CompassUrgente Unipessoal LDA
Trading as Lisbon Private Transfers
NIF: 518156508
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2890-001 Alcochete, Portugal
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Email: info@lisbonprivatetransfers.com
Website: www.lisbonprivatetransfers.com
Tourism Licence: 11954

1. Bookings

Bookings may be made through our website, by email, WhatsApp, telephone or another authorised booking channel.

A booking becomes confirmed once Lisbon Private Transfers has accepted the booking and the required payment or deposit has been received.

The booking confirmation will normally specify the date, pickup time, pickup location, destination, passenger numbers, vehicle category, price, flight information where applicable and any additional services requested.

The customer is responsible for checking the booking confirmation and notifying Lisbon Private Transfers promptly if any information is incorrect.

2. Prices & Payment

The price of the service will be confirmed at the time of booking. Where a deposit or part-payment is required, the amount and payment schedule will be communicated before the booking is confirmed. The remaining balance must be paid in accordance with the payment schedule provided at the time of booking.

Prices are based on the itinerary, vehicle, passenger numbers and services agreed at the time of booking. Additional services, waiting time, additional stops, itinerary changes or other services requested by the customer may incur additional charges.

3. Cancellation Policy

Cancellation 48 hours or more before the service: the customer will be entitled to a refund of amounts paid, subject to the agreed deposit or administration charge stated at the time of booking.

Cancellation less than 48 hours before the service: bookings are non-refundable, subject to any mandatory rights that cannot legally be excluded.

Same-day cancellation and no-show: non-refundable, subject to mandatory legal rights. A no-show may occur where the passenger fails to attend the agreed pickup location within the applicable complimentary waiting period and cannot reasonably be contacted.

4. Airport Arrivals & Flight Monitoring

Where the customer provides a valid flight number, Lisbon Private Transfers will monitor the scheduled flight using available flight information and make reasonable efforts to adjust the driver's expected arrival time. The customer is responsible for providing the correct flight number and notifying us of changes where reasonably possible.

5. Flight Delays of Up to 4 Hours

Flight delays of up to 4 hours from the original scheduled landing time will normally be accommodated within the original booking. The customer will not be charged simply because the aircraft is delayed before it has landed. The driver is not required to wait at the airport from the original scheduled landing time when the aircraft has not yet arrived.

6. Flight Delays of More Than 4 Hours

Where a flight is delayed by more than 4 hours from its original scheduled landing time, the original transfer will no longer be held and the originally allocated driver and vehicle may be released.

If the passenger still requires transportation, a new booking is required for the revised arrival time. The new booking is subject to vehicle and driver availability, the applicable price at the time of the new booking, and is treated as a separate booking. Lisbon Private Transfers will make reasonable efforts to accommodate a new booking but cannot guarantee that the original vehicle or driver will remain available.

Any refund or amount retained in relation to the original booking will be handled in accordance with the applicable cancellation terms and any mandatory rights under Portuguese law.

7. Airport Waiting Time

Airport arrival transfers include 90 minutes of complimentary waiting time after the aircraft has actually landed. The waiting period begins from actual landing, not scheduled landing. After 90 minutes, additional waiting is charged at €30 per 30 minutes, subject to driver availability. If the passenger cannot be contacted and the applicable waiting period has expired, the booking may be treated as a no-show.

8. Standard Pickup Waiting Time

For non-airport pickups, 30 minutes of complimentary waiting time is included. Additional waiting is charged at €30 per 30 minutes, subject to driver availability.

9. Meeting the Driver

For airport arrivals, the driver will meet passengers at the agreed meeting point, normally in the arrivals area, with appropriate identification or a passenger name sign where applicable. If the passenger cannot locate the driver, they should contact Lisbon Private Transfers immediately.

10. Passenger Contact Details

Customers must provide accurate contact information, including full name, mobile telephone number, email address, flight number where applicable, pickup location, destination, passenger numbers and luggage requirements. Lisbon Private Transfers cannot be responsible for difficulties caused by incorrect or incomplete information supplied by the customer.

11. Changes to a Booking

Changes to a confirmed booking are subject to availability. Changes to date, time, pickup, destination, passenger numbers, vehicle, stops, route or additional services may result in additional charges. A change is only confirmed once accepted by Lisbon Private Transfers.

12. Additional Stops & Route Changes

The price of a transfer is based on the itinerary agreed at booking. Additional stops or significant route changes may incur an additional charge. The driver may be unable to accommodate an unplanned stop where doing so would affect another booking, the driver's schedule or passenger safety.

13. Journey Times

Journey times are estimates and may be affected by traffic, accidents, road closures, road works, weather, public events, demonstrations, airport disruption and other circumstances outside our reasonable control. Customers travelling to airports, ports, railway stations or other time-sensitive destinations are responsible for allowing sufficient travel time.

14. Vehicle Allocation

Lisbon Private Transfers operates a premium fleet and may use appropriately licensed professional transportation partners where required. The confirmed vehicle category will be provided wherever reasonably possible. In exceptional circumstances an equivalent or upgraded vehicle may be provided.

15. Passengers & Luggage

Customers must provide accurate passenger and luggage information. Vehicles must not be overloaded beyond their legally permitted capacity. Where passenger numbers or luggage exceed the booked vehicle's capacity, an alternative vehicle may be required and additional costs may apply. Large, oversized or specialist luggage should be declared before booking.

16. Child Seats

Child seats may be requested at booking. Customers should provide the child's age and, where relevant, approximate size or weight. Child seats are subject to availability and should be requested in advance.

17. Passenger Behaviour

Passengers must behave respectfully towards the driver, other passengers and the vehicle. Smoking and vaping are not permitted inside the vehicle. Passengers must not engage in behaviour that creates a safety risk. The driver may refuse or terminate a journey where passenger behaviour creates a serious and immediate safety concern, subject to applicable law.

18. Vehicle Damage & Exceptional Cleaning

Passengers are responsible for damage caused to the vehicle through intentional or negligent actions. Where a passenger causes damage or requires exceptional cleaning, Lisbon Private Transfers may seek reimbursement of the reasonable costs actually incurred. Where applicable, the customer will be informed of the reason for the charge and the amount claimed.

19. Food & Drink

Passengers should take reasonable care when consuming food or non-alcoholic beverages inside the vehicle. Alcohol may only be consumed where expressly authorised in advance. The driver may refuse food or drink where necessary to protect the vehicle or passenger safety.

20. Pets & Animals

Pets and animals must be declared at the time of booking. Transportation is subject to applicable legal requirements, vehicle suitability and arrangements agreed at booking. Assistance animals will be accommodated in accordance with applicable law.

21. Safety

Passengers must comply with reasonable safety instructions from the driver, including requirements concerning seat belts and safe boarding and exiting. Drivers may refuse or suspend a journey where they reasonably believe that continuing would create a serious safety risk.

22. Driver Delays & Operational Problems

If a driver is delayed due to traffic, an accident, mechanical failure or another unforeseen circumstance, we will make reasonable efforts to inform the customer and arrange an appropriate solution. Where necessary, an alternative professional driver or vehicle may be arranged.

23. Circumstances Beyond Our Reasonable Control

Lisbon Private Transfers will not be responsible for delay or failure to perform a service to the extent caused by circumstances beyond our reasonable control, including severe traffic, road closures, accidents involving third parties, extreme weather, natural disasters, strikes, civil disturbances, government restrictions, airport or flight disruption, mechanical failure, actions or omissions of third parties or other events that could not reasonably have been prevented or avoided.

Nothing in these Terms & Conditions excludes or limits liability or consumer rights where such exclusion or limitation is not permitted by applicable law.

24. Subcontracted & Partner Drivers

Lisbon Private Transfers may fulfil bookings using trusted, appropriately licensed and insured professional transportation partners. Where a partner driver or transportation company is used, Lisbon Private Transfers remains the customer's principal point of contact for the booking.

25. Lost Property

Passengers are responsible for checking the vehicle before leaving. If property is left behind, Lisbon Private Transfers will make reasonable efforts to locate and return it. We cannot guarantee recovery of lost property. Reasonable delivery or postage costs may be payable by the customer.

26. Tours & Private Day Hire

For tours, excursions and private day-hire services, the agreed itinerary, duration and inclusions will be confirmed at booking. Additional hours, additional stops or significant itinerary changes may incur additional charges. Entry tickets, attraction fees, meals, guides, parking, tolls and other expenses are included only where specifically stated.

27. Payment Methods & Future Charges

Where a customer pays a deposit or part-payment by card, Lisbon Private Transfers may use a payment service provider such as Stripe to securely retain the payment method for future payments where the customer has expressly agreed to this at checkout.

The payment method may be used to process the remaining balance in accordance with the payment schedule communicated at booking. Where expressly covered by the booking and these Terms & Conditions, it may also be used for additional waiting time, additional stops, agreed itinerary changes, additional services requested by the customer, and reasonable costs actually incurred from passenger-caused vehicle damage or exceptional cleaning.

Where an additional charge is not already fixed or objectively determinable under the booking or these Terms & Conditions, we will notify the customer of the amount and reason before processing it wherever reasonably practicable. Lisbon Private Transfers does not store customers' full card numbers or security codes; payment details are processed through our payment service provider.

28. Payment Authorisation

Where future or off-session payments are enabled, the customer will be asked to provide the required consent when payment details are collected. By providing that consent, the customer authorises

Lisbon Private Transfers to initiate the future payment or payments described at checkout and in these Terms & Conditions. Future payments will be limited to the purposes described to the customer and will not be used for unrelated transactions.

29. Complaints

Customers are encouraged to contact Lisbon Private Transfers directly if dissatisfied. Customers may also use the Portuguese Livro de Reclamações at www.livroreclamacoes.pt. Complaints relating to passenger transport may also fall within the regulatory remit of the Autoridade da Mobilidade e dos Transportes (AMT). Complaints submitted through the Livro de Reclamações will be handled within the period required by applicable law.

30. Consumer Dispute Resolution

Where a consumer dispute cannot be resolved directly, customers may have access to applicable alternative dispute resolution procedures under Portuguese law. Nothing in these Terms & Conditions prevents a consumer from exercising any mandatory right available under applicable law.

31. Privacy & Personal Data

Personal information provided during booking will be processed in accordance with applicable data-protection legislation and our Privacy Policy. Information may be used to manage bookings, communicate with customers, provide transportation, monitor flights, process payments and meet legal and regulatory obligations.

32. Travel Documents

Passengers are responsible for ensuring they have all passports, visas, travel documents and other documentation required for their journey. Lisbon Private Transfers is not responsible for a passenger being unable to travel because they do not possess required documentation.

33. Availability

All bookings are subject to vehicle and driver availability. A booking request does not constitute a confirmed booking until Lisbon Private Transfers has confirmed the service and received any required payment or deposit.

34. Special Requests

Special requests should be made at booking. We will make reasonable efforts to accommodate requests but cannot guarantee that every request will be available.

35. Changes to These Terms & Conditions

Lisbon Private Transfers may update these Terms & Conditions from time to time. The Terms applicable to a booking will generally be those made available to and accepted by the customer when the booking is confirmed, unless a change is required by law.

36. Applicable Law

These Terms & Conditions shall be interpreted in accordance with the laws applicable in Portugal. Nothing is intended to exclude, restrict or override any mandatory rights or protections available to

consumers under Portuguese or European law. If any provision is invalid or unenforceable, the remaining provisions continue to apply to the extent permitted by law.

IMPORTANT BOOKING NOTICE

- Cancellation 48 hours or more before service: refund subject to the agreed deposit/administration charge.
- Cancellation less than 48 hours before service: non-refundable, subject to mandatory legal rights.
- Flight delays up to 4 hours: normally accommodated within the original booking.
- Flight delays of more than 4 hours: original vehicle/driver no longer held; a new booking is required.
- Airport waiting: 90 minutes complimentary after actual landing; €30 per additional 30 minutes.
- Standard pickups: 30 minutes complimentary waiting; €30 per additional 30 minutes.
- Future card payments: only where expressly agreed and only for the purposes described in these Terms & Conditions.

By confirming a booking, the customer confirms that they have had the opportunity to review these Terms & Conditions and agrees to the applicable booking terms, subject to mandatory rights under Portuguese law.

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