

Useful information for using your airport transfers Ibiza Airport – Ibiza town

GENERAL

- Our service is a shared service – we pick-up and drop off passengers at different locations.
- The service is valid for hotels, resorts, private addresses within the city limits of Ibiza town.

ADDRESS

- **Your transfer only gets confirmed when you give the full and correct pick-up/destination address.**
- **Bookings with no address/incomplete address/incorrect address (not within the served area) will automatically be inactivated 2 working days prior to departure. Please note that in case of transfers not provided due to lack of full/correct address the transfer fare is not refundable!**

AT THE AIRPORT

- At the airport our meeting point is in the Arrivals hall in front of the door, close to the bar.
- After you have finished airport procedures, please go directly to the meeting point.
- Please wait at the agreed meeting points, even if our driver has not yet arrived!
- Once the vehicle has left the pick-up point, our driver cannot turn back.
- If you cannot get to the airport meeting point on time (for example: lost baggage, airport problem), please call us!
- If your flight is delayed for more than one hour, please inform our driver before departure of the new expected arrival time using our local telephone number.
- If your flight has been cancelled, please contact us as soon as possible and give us your new travel data! If we do not get your new data in time, we cannot guarantee your transfer. If your transfer booking failed to be fulfilled through no fault of our own, we cannot accept your claim for cash refund.

IN THE CITY

- In the city our driver will wait for you at the reception of the hotel, or in front of the entrance in case of resorts, clubs or private addresses.
- Please wait at the agreed meeting points, even if our driver has not yet arrived!
- Once the vehicle has left the pick-up point, our driver cannot turn back.
- Please note that our driver can arrive 15 minutes before or after the transfer start time.

E-TICKET

- Your E-ticket is your voucher for the transfer. Please print it out and take it with you for the transfer.

MODIFICATION/CANCELLATION

- Please note that if you have changed your flight with Ryanair, you have to send us your new travel data at least 2 working days before both your original and new flight date, because the modification is not automatic.
- If you cancel your booking you need to contact us at least 2 working days before you travel (please see our Terms & Conditions). Our company cannot accept a claim for a cash refund but you may use the same transfer at another time for any Ryanair flight within one year; or you may give it to someone else free of charge.
- If you cancel your transfer in time, you can ask for a new E-ticket, or use the same transfer at another time for any Ryanair flight within one year; or you may give it to someone else free of charge.
- Please note that we can only modify or cancel transfer bookings and answer our mails during office hours, on working days 09:00 – 17:00 CET!
- If the passenger or customer names have changed, please modify your transfer booking. You can modify the transfer by logging in to your booking at our website <http://ryanair.plusairportline.com>, in the 'My Booking' chapter.
- If your travel date or time has changed please contact our customer service office at modification.ryanair@plusairportline.com.

CONTACTS:

LOCAL PARTNER

- If you cannot find the meeting point
or
- If you are at the meeting point but you cannot find the driver, please call the numbers below:

Driver's telephone: 0034 620 892 321

PLUSAIRPORTLINE

- Please contact us for general questions
or
- If you would like to modify or cancel your booking.

Call center: 0036 30 622 89 19

Email

- ryanair@plusairportline.com
- modification.ryanair@plusairportline.com
- complaint.ryanair@plusairportline.com

OTHER INFO

For all questions about the transfer, please check the FAQs on our website:

<http://ryanair.plusairportline.com/index.php?page=faq>

Our Terms & Conditions are available under the following link:

http://ryanair.plusairportline.com/uploads/terms/terms_en.pdf