TAXITUR.NO

Terms & Conditions

Effective Date: 01.03.2026
Contact: taxiturnorway@gmail.com | +47 400 01 007
Website: www.taxitur.no – online booking platform

1. Booking & Scheduling

- All bookings follow the agreed pick-up and drop-off times.
- The customer is responsible for providing correct date, time, number of passengers, luggage details, and ensuring the pick-up location matches the booked service.
- The driver will arrive **15 minutes before the scheduled pick-up time**.
- Any changes to time or location must be communicated immediately to the assigned driver who has confirmed your booking.

2. Driving Regulations & Conduct

- Our drivers comply with all applicable **EU driving and rest regulations**, with breaks adjusted to the length of the trip and passenger comfort. In addition, Norwegian Working Environment Act regulations on working hours apply. Drivers are expected to be courteous, helpful, and fully fit for duty.
- National speed limits, parking regulations, and traffic signage are always followed.
- The route follows the itinerary agreed at the time of booking. In the event of unforeseen incidents (accidents, landslides, road closures, toxic smoke, extreme weather), the route may be changed. The customer will be informed as soon as possible by the driver.

3. What Your Booking Includes

- Your booking via the website is confirmed at the stated price, with a detailed receipt showing the total cost.
    - Bookings made by private individuals or companies **without an agreement** must be paid at the time of booking.
    - Corporate clients, hotels, tour operators, and travel agencies are considered invoice customers.

- Each booking is posted to TAXITUR members, where vehicle owners/drivers are responsible for direct communication with the customer. The assigned vehicle is based on customer preferences and availability at the time of booking.
- **Free waiting time:**
    - 15 minutes at regular pick-up points
    - 60 minutes for flight delays
- In case of operational disruptions, the driver and customer service will assist with alternative arrangements.

4. Liability & Delay Notice

- Compensation cannot be claimed for delays caused by circumstances beyond our control, including:
    - Traffic accidents
    - Extreme weather
    - Unexpected road closures
- Customers must attempt to minimize losses (e.g., by securing alternative transport). However, drivers and customer service are obligated to assist.
- If the vehicle fails to arrive at the scheduled pick-up time and this results in a missed flight, boat, or train, reasonable documented expenses may be refunded—provided the customer has allowed a reasonable buffer between pick-up and drop-off.

5. Payment Terms

- Full payment must be received at the time of booking confirmation.
- For corporate clients in Norway, separate invoicing agreements may be established.
- For corporate clients outside Norway, payment is due **7 days after the completed trip**.

6. Cancellation Policy

Bus / Minibus

- Free cancellation up to **24 hours before pick-up**.
- Cancellations made closer than 24 hours before pick-up are charged **35% of the agreed price**.

VIP, EQV, Sedan, Van

- Free cancellation up to **24 hours before pick-up**.
- Cancellations made closer than 24 hours before pick-up are charged **35% of the agreed price**.

Taxi / Intercity / Airport / Hotel Transport (Norway)

- Free cancellation up to **2 hours before pick-up**.
- Later cancellations are charged **50%**.

7. Passenger & Child Safety

- Seatbelts are mandatory in all Norwegian vehicles.
- Children under 3 years must use approved child safety equipment.
- Children aged 3 and above must use seatbelts correctly if a child seat is not available (e.g., forgotten or not pre-booked).
- Child seats must be pre-booked according to age and need.

8. Customer Experience

- Stay in contact with your driver during the journey if needed.
- Feedback, compliments, or complaints can be sent at any time:
- taxiturnorway@gmail.com
- +47 400 01 007

9. Company Ethos

- We go the extra mile to ensure safety, quality, and excellent travel experiences.
- We promote equality, professionalism, and respect in all parts of the transport service.

- Drivers operating for TAXITUR follow a dress code:
    - **VIP:** Black suit, white shirt
    - **Bus:** Shirt, optional dark sweater/vest, dark trousers
    - **Taxi:** Shirt, optional dark sweater/vest, dark trousers
- Our vehicles and drivers are expected to meet the highest industry standards.