

## **IGO Terms and Conditions of Service**

1. Transport services provided under the IGO brand are operated by Flash Drive Limited (C88618), a company duly incorporated in Malta with its registered office at 'ONEONEO', Pitkali Road, Attard, ATD 2214;
2. When using the services of IGO, payments can be carried out either: 1) online through the IGO Application, or 2) by VISA credit/debit cards in the vehicle or 3) by cash to the driver. Whatever the payment method, all receipts are sent out by email to the address of the registered client booking the trip;
3. Online and VISA payments are subject to third party terms and conditions which are separate from these terms and conditions and is up to clients to review them and accept or decline them;
4. IGO is not responsible for possible costs of third-party payment service providers when processing payments to IGO;
5. Promotional/Discount codes or vouchers that are issued by IGO may be only utilised prior to their date of expiry. Such codes/vouchers may not be redeemed for monetary payments. In any case, IGO reserves the right whether to honour or not any promotional code or voucher;
6. Special corporate rates for the provision of transport services may be agreed upon beforehand with IGO;
7. Whilst IGO exercises all the reasonable care and diligence in the performance of its services, IGO may not be held responsible for any loss, damage or theft caused by third parties or for such other incidents which are beyond the control of IGO and/or its employees;
8. Whenever clients cancel a booking before 30 minutes from the scheduled pick-up time, no cancellation fee shall apply. In case the booking is cancelled within 30 minutes from the scheduled pick-up time, a cancellation fee of 50% of the trip fee shall apply. When the driver arrives at the pick-up point and the trip is cancelled, the full trip fee shall be due in its entirety by way of a cancellation fee.
9. The Client shall be held responsible for any damage s/he causes to the vehicle. In cases of soiling, a minimum charge of €50 shall immediately apply, saving the right of IGO to recover any additional expenses due to it by way of damages caused by the client;
10. All fees are non-refundable and are fully earned on payment;
11. It is the sole responsibility of clients to ensure that they do not leave any of their belongings inside the vehicle. IGO takes no responsibility for items that are left behind by clients in vehicles;

12. Baby Car Seats are to be provided by clients. The proper installation of such seat is solely the responsibility of clients;
  13. In case clients are heading to the airport to board a flight, it is their responsibility to book the IGO cab within sufficient time ahead of their scheduled flight departure. In any case, IGO does not assume any responsibility for missed flights. The same applies for ferry departures;
  14. With respect to trips booked subsequent to any flight arrival, no waiting fee shall apply for the first 30 minutes immediately following the official Malta International Airport landing time. In case the waiting time exceeds 30 minutes then the fee as indicated in clause 18 shall apply;
  15. With respect to trips booked subsequent to any ferry arrival, no waiting fee shall apply for the first 30 minutes immediately following the official berthing time. In case the waiting time exceeds 30 minutes then the fee as indicated in clause 18 shall apply;
  16. In instances not contemplated in articles 14 and 15, no waiting fee shall apply during the first 10 minutes from the time indicated for pick-up. Following the first 10 minutes, the waiting fee indicated in clause 18 shall apply;
  17. In case a client requires an extra/additional stop at any point during the trip, an extra charge of €3 shall apply together with the waiting time indicated in clause 18;
  18. The waiting fee shall be of €0.40 per minute;
  19. IGO may apply a surcharge for its services during any festive period;
  20. IGO shall process all personal data in accordance with Data Privacy legislation and for the purpose of providing its clients with the best possible service. Any Data Privacy request may be made by email at the following address: [info@igo.mt](mailto:info@igo.mt);
  21. IGO will send occasional marketing material to its clients with the possibility of unsubscribing;
  22. Any dispute in relation to the services provided by IGO shall be subject to the exclusive jurisdiction of the Maltese Courts and shall be determined in accordance with Maltese Law.
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