

You'll find all the information you need about how to deal with any unexpected circumstances you may encounter when using our transfer services here.



### **What happens if my flight or train is delayed?**

Don't worry. Our staff will have the details of your flight or train and will be able to consult information display screens in the arrivals hall at the airport or train station.



### **How will I find my driver?**

When you have collected your luggage, head to the arrivals hall where you will find one of our drivers waiting for you, holding a sign displaying your name.



### **How long will the driver wait for me?**

If there is a delay in your baggage being delivered, you must notify the driver or agency (**+34 629 666 028**)

. If you fail to notify the driver or agency, the driver will wait for one hour following the arrival of your flight or train before leaving, having completed his courtesy one-hour wait.



### **What should I do if I cannot find my driver?**

If you are unable to locate the driver, you should contact the agency by phoning the 24-hour number (**+34 610 600 148**). Please do not leave the arrivals hall.