

CONDITIONS OF USE MOVING PASSENGER or END CUSTOMER

By using the muovendo.com portal, the Customer accepts the following conditions of use.

- 1) Acceptance of the processing of personal data and consent to the storage of my data, as established by the European regulation for the protection of personal data n. 679/2016(GDPR), to get information on the services of muovendo.com
- 2) The insertion of a "travel request" does not constitute the automatic acceptance of one ride. To buy a ride, you must accept "a travel proposal".
- 3) The acceptance of a "travel proposal" involves the payment that must be made within 24 hours of departure. The customer who has paid for a ride within 24 hours of departure is at all effects holder of the regular and valid "travel document".
- 4) It is not possible to make travel requests less than 24 hours before departure.
- 5) The customer has a maximum waiting time of 15 minutes for pickup outside the airport.
- 6) The customer has a maximum waiting time of 60 minutes for airport pickups.
- 7) All the services that Muovendo Carrier makes available are included in the cost of the journey or in "travel proposal".
- 8) It is possible to cancel a travel proposal within 24 hours of departure.
- 9) It is possible to request a refund following correct cancellation within 24 hours of departure.
- 10) It is possible to request a refund following the driver's no-show. It is necessary to contact Muovendo.com assistance through the appropriate channels as soon as possible.
- 11) It is always possible to contact Muovendo.com for travel assistance.

Muovendo.com
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