



Terms & Conditions

DIRECT CLIENT

Formentera Direct is a service that makes your trip to Formentera even more pleasant. Save time and long queues, booking now your transport from your arrival in Ibiza to your hotel in Formentera.

To get to your destination, you must travel to Ibiza, to the port or the airport, and once you're there you must catch a boat to the small island. So you must board at least three types of transport to get to Formentera. At Formentera Direct, we offer you the chance to book all these services at the same time.

You can choose between a Shuttle Service that consists in sharing a vehicle with other clients that travel to the same hotel or area as you. Or a "Private Service" where you & your party travel to your destination in private vehicles that adapt to your necessities.

Our vehicles

All our means of transport comply with local, national and European Legislation. We only use authorised transport companies and we choose all our suppliers to secure the best service for our clients.

Useful information

OUR SERVICES

Shuttle Service

This is a shared service that offers unbeatable quality and price.

You can reserve this type of transport for an unlimited number of people.

The type and size of the vehicle and the number of stops depends on the number of passengers and their destination.

This vehicle can be a car, a minibus or a coach that will take you to the pier to catch your boat to Formentera, once you're there another similar vehicle will pick you up to take you to your accommodation.

Private Service:

This is a door to door service that is exclusive for you and your party. This vehicle will be a car or a minibus that will take you to the pier so you can embark to Formentera, once there another vehicle will pick you up to take you to your destination in Formentera.

We inform you that it is forbidden to smoke in any vehicle used for your transfer.

WHEN MAKING YOUR RESERVATION

You can book your transfer up to two working days before your departure.

Be advised that you will have to pay the full amount of your transfer at the time you make the reservation and that to make payment you will need to either use a credit card or make a bank transfer, (if the reservation is made more than 10 days before the arrival date)

Don't forget to include:

- The total of passengers in the transfer, including children & babies
- Complete address and telephone of your accommodation
- Your mobile phone number in case we should have to contact you once you have started your holidays.

When you confirm your reservation and you have made the payment you will be able to print your Confirmation Voucher where you will find all the information on your reservation and what to do once you arrive in the airport/port of Ibiza.

It is essential that you always carry your Confirmation Voucher as it will be required to access the vehicles.

This Confirmation Voucher is also your proof of payment.

We advise that one day before your return transfer and before 06.00 PM you contact our Call Center number on 0034 902 122 345 to reconfirm your service, if you don't we can not be held responsible of possible last minute changes.

LUGGAGE ALLOWANCE

The luggage allowance is one suitcase and one hand luggage per person.

There is no additional charge for pushchairs, manual fold wheelchairs, and small sport equipment (for example a tennis racket)

In the "Private Service", if you include pushchairs or manual fold wheelchairs please indicate it when making the reservation so space problems don't occur.

In the case you travel with excess luggage it's possible that you incur in additional costs, if you book a Private transfer and all your luggage doesn't fit in the vehicle you could be asked to pay for a complimentary vehicle.

We recommend that your luggage is appropriately identified with your name and the address of your accommodation during your holiday and a mobile telephone number if possible.

TRAVELLING WITH CHILDREN

If you're going to travel with children please send us an email to info@formenteradirect.com or call us on our Call Center number 0034 902 122 345, so that we can inform you accordingly.

IF YOU TRAVEL WITH PASSENGERS WITH DISABILITY

We recommend you choose a Private Transfer, as our minibuses and coaches are not always prepared for special necessities.

There are no extra charges when transporting manual fold wheelchairs but we ask you to please send us an email to info@formenteradirect.com or call our Call Center at 0034 902 122 345 to inform us of the necessity of extra luggage space.

CHANGES AND CANCELLATIONS OF MY RESERVATION

If you wish to modify your reservation(flight number, accommodation address, telephone number, etc...) or you wish to cancel your reservation please send us an email to info@formenteradirect.com or call us on our Call Center number 0034 902 122 345.

You can change or cancel your reservation up to 2 working days before your first transfer.

If the cancellation is received 15 or more days before your transfer, 100% of the amount will be refunded by credit card, if that was the payment method used. If the refund should be done by bank transfer the charges would have to be paid by yourself.

If the cancellation is received 14 or fewer days before your transfer, the total amount will be charged as a cancellation fee.

In cancellations or modifications without charge (15 or more days before the arrival at the hotel) 15 euros will be charged as an administration fee.

WHERE WILL THEY PICK ME UP?

When you arrive in Ibiza you must follow the instructions given on your Confirmation Voucher.

For your return transfer you must always go to the same place you where dropped off on your arrival.

WHAT HAPPENS IF MY FLIGHT/BOAT IS CANCELLED OR DELAYED?

In Formentera Direct we follow the available information on the means of transport on a daily basis, but if there is a delay in origin it would be very useful that you inform us on our Call Center number 0034 902 122 345, so we can book you in another service. If you have booked a Shuttle Service please be advised that waiting time at the airport may incur.

If your return flight/boat is delayed we cannot delay your transport time.

We inform you that Formentera Direct is not responsible of any charge that results of origin and destination transport delays due to bad weather, construction or any other factor out of our control.

There will be no reimbursements of transfers due to cancellations of a boat or a flight. If you need to cancel your transfer please call our number 0034 902 122 345. It's possible to issue a cancellation document so you can claim to your Travel Insurance

LOST PROPERTY

If you leave behind any objects please send us an email to info@formenteradirect.com or call us on our Call Center number 0034 902 122 345 and we will try to find it. Any charges that incur while finding your property or any postage and packing will be of your responsibility. In some cases administration fees can be charged.

GROUP TRANSFER RESERVATIONS

We can organise the most adequate transfer for groups of any size. Please send us an email to info@formenteradirect.com or call us on our Call Center at 0034 902 122 345 to offer you the best prices and conditions.

CONDITIONS OF CARRIAGE

The transport supplier can deny transport to any person that appears to be under the influence of alcohol or drugs or whose behaviour is considered to be a threat to the driver or other passengers. No refunds will be made in these circumstances.

Alcohol is not permitted in any vehicle.

AM I INSURED WHEN I USE THIS TRANSFER SERVICE?

All the vehicles and means of transport used are insured according to the Law. You, as a passenger are insured but please be advised that your luggage is entirely your responsibility so if there where any damages or loss of luggage Formentera Direct cannot be held responsible.

WHOSE IS THE RESPONSIBILITY IF THERE ARE ANOMALIES?

Even though we offer the best service possible in every case there can be circumstances that we can't control, this is why it's important for you to know that Formentera Direct is not responsible for possible abnormalities in the service when they are due to circumstances that we can't control, for example, force majeure, if any of our suppliers doesn't comply with the contract, if the

passenger does not possess the Confirmation Voucher or doesn't meet the conditions established, meteorology conditions, construction, etc

FORMENTERA DIRECT ONLINE RESERVATION CONDITIONS

All the users must be over 18 years old and have the necessary legal capacity to purchase the services offered in this webpage.

To make a reservation you will have to register as a client confirming the veracity of all the details included. Your personal details will be treated in accordance to the current law.

Prices and conditions of the reservations are the ones specified in this web page.

The offers will only be valid during the established time.

If the reservation is an offer or special promotion and it has special conditions, these will take precedence over general reservation conditions.

PAYMENT CONDITIONS

The possible payment methods are by credit card and by bank transfer.

CREDIT CARD

The credit card must be recognized by our system. For your security, Formentera Direct will not save your credit card details.

If you don't have a credit card recognized by our system we ask you to contact our Call Center on the number 0034 902 122 345.

The reservation must be paid in full.

BANK TRANSFER PAYMENT INSTRUCTIONS

This payment method is only possible 10 days before the day of your first transfer.

If you wish to use this payment method you will have to send a copy of the transfer bank document in the following 48 hours to making the reservation. You can send it by fax to the number 0034 971 301 351 or by email at info@formenteradirect.com. If Formentera Direct does not receive the copy of this document in the established time, the reservation will be canceled instantly. Formentera Direct will have to receive the money from your bank in the following 10 days of making your reservation, if not, the reservation will be canceled instantly. If you don't receive confirmation of the payment it's advised you contact our Call Center on the following number: 0034 902 122 345.

The reservation must be paid in full.

VIAJES EBUSUS, S. A.

C/ ARAGÓN N^o .71 BAJOS

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CIF A07058290