



Terms and Conditions

Hälleviksstrands Båttaxi

1. General provisions

Responsible organizer is Hälleviksstrands Båttaxi, Rosengatan 1, 41310 Göteborg. Telephone number: 079-355 62 16. Email: info@halleviksstrandsbattaxi.se. Organisation number: 040409-4138. By booking a service with us, you agree to the terms listed below. These terms apply between Hälleviksstrands Båttaxi (the company) and the person who, either personally or through another, enters into an agreement with Hälleviksstrands Båttaxi according to what is stated in the confirmation (the customer).

2. Booking

A booking becomes binding for both the company and the customer as soon as the company has confirmed the booking.

3. Pricing information

After the customer has provided the trip's passengers, date, time, and from-and-to address, the customer will receive a price proposal for the trip. Please note that this may vary depending on weather, time of day, etc. The company reserves the right to change the price of a trip due to circumstances beyond its control, such as the price of diesel. The following price structure applies to all trips: during daytime (07-19): standard rate, during evening time (19-22): standard rate plus 25%, and during night time (22-07): standard rate plus 100%. For companies, a 6% VAT is added to the regular prices.

4. Payment

Accepted payment methods are debit and credit cards, Swish, and invoices. The customer must pay for the trip in full.

5. Cancellation

In case of cancellation 5 days or less before the planned trip, the customer will be charged a fee of 25% of the price of the planned trip. In case of cancellation 24 hours or less before the planned trip, the customer will be charged a fee of 100% of the price of the planned trip.

6. No show

If the person who booked the trip does not show up on time, the customer will be charged a waiting fee of 25 SEK/min. If the person who booked the trip does not show up at all, the customer will be charged the full price of the planned trip.

7. Dispute resolution

The customer should contact the company in case the customer has any complaints. If the customer and the company cannot reach an agreement, the customer is welcome to contact the National Board of Consumer Disputes (Allmänna reklamationsnämnden).

8. Force majeure

If the booking cannot be completed due to an obstacle beyond the control of the company that the company could not reasonably have anticipated when the agreement was made and which's consequences it could not reasonably have avoided or overcome, the company is free from liability for damages or other penalties. The company reserves the right for changes in legislation and price changes that lies beyond the control of the company.