

Budget Egypt Limousine Ride Service Terms & Conditions

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Limousine Ride Service – Terms & Conditions

1. Definitions

For the purposes of these Terms and Conditions:

- **“Terms and Conditions”** means these General Terms and Conditions together with any booking confirmation, quotation, annex, or corporate service terms.
 - **“Customer”** means the individual, company, or entity making the booking.
 - **“Services”** means Limousine Ride transportation services provided by Budget Egypt.
 - **“Vehicle”** means the Limousine Ride vehicle assigned to perform the services.
 - **“Force Majeure Event”** means any event beyond the reasonable control.
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2. Scope of Services

2.1 Budget Egypt agrees to provide Limousine Ride ground transportation services in accordance with confirmed booking details.

2.2 Services are subject to availability, operational feasibility, regulatory requirements, and road conditions.

2.3 Budget Egypt reserves the right to substitute a vehicle with one of equal or higher category where operationally required.

2.4 Nothing in this service Terms shall create any partnership, agency, or employment relationship between the customer and Budget Egypt or its chauffeurs.

3. Chauffeur and Vehicle Standards

3.1 All drivers and chauffeurs provided by Budget Egypt are fully trained, duly licensed, and experienced professionals. They are committed to delivering safe, courteous, and reliable transportation services and shall at all times comply with applicable traffic laws, company policies, and established professional service standards.

3.2 All vehicles assigned for the services are subject to regular safety inspections, preventive maintenance, and compliance with applicable traffic and safety regulations to ensure the highest standards of safety, reliability, and performance.

4. Booking Confirmation

4.1 How to Book

A booking may be made through any of the following channels:

- Online via the Budget Egypt website or mobile application.
- By telephone, through our call center.
- By email to a Budget Egypt official email address; or
- In person at any Budget Egypt station.

4.2 Payment Required for Confirmation

All services are provided on a strict prepaid basis. A booking is accepted and becomes binding on Budget Egypt only when:

- Full payment of the quoted fare has been successfully processed and received by Budget Egypt; and
- Budget Egypt issues a written Booking Confirmation to the customer by email or SMS.

Bookings for which payment is not completed within 60 minutes of the booking request shall be treated as tentative and may be cancelled without further notice.

4.3 Booking Confirmation Details

The Booking Confirmation will include:

- A unique booking reference number.
- The customer's name and contact details.
- The scheduled date, time, and location of pickup.
- The destination(s) and route (if applicable).
- The vehicle category confirmed.
- The total fare paid; and
- Any special requests confirmed by Budget Egypt.

4.4 Customer's Responsibility to Verify Information

The customer is responsible for reviewing all information in the Booking Confirmation immediately upon receipt. Any discrepancy must be notified to Budget Egypt promptly. Budget Egypt shall not be liable for any service failure arising from inaccurate, incomplete, or outdated information provided by the customer.

4.5 Changes by Customer After Confirmation

Any request to change a confirmed booking is subject to availability and may incur additional charges. Changes requested within 12 hours of the scheduled pickup time cannot be guaranteed and may be treated as a cancellation in accordance with Clause 7.

4.6 Changes by Budget Egypt

Budget Egypt reserves the right to substitute the confirmed vehicle with another of equal or higher category where operationally necessary.

In the unlikely event that Budget Egypt is unable to provide the service due to circumstances beyond its control, the customer shall be entitled to a full refund of all amounts paid.

5. Fees and Charges

5.1 Rates and Currency

All rates are quoted in Egyptian Pounds (EGP), unless otherwise specified, and are inclusive of applicable Value Added Tax (VAT).

Rates are based on the confirmed booking details, including vehicle category, service duration, agreed kilometers, and any additional services requested at the time of booking.

5.2 Included Charges

Unless otherwise stated in the booking confirmation, the quoted rate includes the following:

- The assigned chauffeur.
 - Fuel consumption for the agreed journey.
 - The number of kilometers specified in the booking confirmation.
 - Parking fees, road toll charges, airport access fees, and any governmental or regulatory surcharges.
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5.3 Charges Not Included and Authorization to Charge

The quoted rate does not include certain additional charges that may arise during or in connection with the service, including but not limited to:

- Waiting time exceeding the complimentary waiting period.
- Additional service hours beyond the confirmed booking duration.
- Additional kilometers exceeding those included in the booking (applicable to hourly limousine rentals only).
- Route deviations or itinerary changes requested by the customer after the trip starts or during the ride.
- Costs arising from vehicle damage, or abnormal cleaning resulting from the customer's acts or omissions.
- Provision of a child seat or other special equipment.

All such additional charges shall be calculated in accordance with the rates applicable to the booked vehicle category and the confirmed booking terms and shall be payable by the customer.

By confirming the booking, the customer authorizes Budget Egypt to charge the payment method provided for any additional amounts incurred.

The customer expressly authorizes Budget Egypt to charge the customer's designated payment method for all amounts due under these service terms, including but not limited to:

- Confirmed services.
- Additional hours and kilometers incurred.
- Damage, repair, cleaning, or other related costs arising from the customer's conduct.

Such charges may be processed without further notice where permitted under these Terms and Conditions.

5.4 Corporate Accounts

Corporate accounts shall be governed by separately executed written service terms. In the absence of such service terms, standard payment terms under these Conditions shall apply.

6. Payment Terms and Payment Methods

6.1 All services are provided strictly on a prepaid basis. Full payment of the quoted booking value must be received and cleared by Budget Egypt prior to the scheduled service commencement.

Budget Egypt reserves the right to refuse, suspend, or cancel the service if payment has not been received in full.

6.2 Accepted Payment Methods

Budget Egypt accepts the following payment methods:

- American Express
 - Visa credit cards
 - Mastercard credit cards
 - Valu
 - Souhoola
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7. Cancellations and No-Show Policy

7.1 Cancellation fees shall apply as follows:

A. City Ride Service (Within City Limits)

- Cancellations made less than two (2) hours prior to the scheduled pickup time: The customer shall be entitled to a full refund of the prepaid booking value.

B. City-to-City Ride Service (Intercity Travel)

- Cancellations made more than twenty-four (24) hours prior to the scheduled pickup time: The customer shall be entitled to a full refund of the prepaid booking value.
- Cancellations made between twenty-four (24) and twelve (12) hours prior to the scheduled pickup time: Fifty percent (50%) of the total booking value shall be retained by Budget Egypt, and the remaining balance shall be refunded to the customer.
- Cancellations made less than twelve (12) hours prior to the scheduled pickup time: One hundred percent (100%) of the total booking value shall be retained by Budget Egypt.

The time of cancellation shall be determined based on the time the customer cancels the booking through the approved booking channel.

7.2 No-Show Policy

A booking shall be deemed a No-Show where:

- The customer fails to appear at the designated pickup location within the applicable waiting period.
 - In the event of a No-Show, one hundred percent (100%) of the total booking value shall be retained by Budget Egypt.
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8. Waiting Time

Airport Limousine Ride Service:

- International arrivals: 60 minutes waiting from booking time / flight scheduled time.
- Domestic arrivals: 30 minutes of waiting.
- We do not monitor the flights

City Pickups:

- 15 minutes grace period.

Additional waiting time shall be charged at the applicable minutes rate.

9. Customer Conduct and Compliance

9.1 Sole Responsibility of the customer

The customer shall bear full and sole responsibility for their own conduct and behavior during the entire duration of the service. Budget Egypt shall not be responsible or liable for any actions, conduct, or behavior of the customer under any circumstances.

9.2 Prohibited Conduct

The following actions are strictly prohibited:

- Smoking inside the vehicle
 - Possession, use, or transport of illegal substances
 - Carrying hazardous, dangerous, or flammable materials
 - Interfering with, obstructing, or distracting the chauffeur in the performance of their duties
 - Instructing or encouraging the chauffeur to violate traffic laws or regulations
 - Exceeding the vehicle's seating capacity or manufacturer's load limitations
 - Transporting animals, except for small domestic pets that are fully contained in a closed and secure pet carrier/animal box, subject to prior approval by Budget Egypt
 - Using the vehicle for the delivery or transport of goods, parcels, money or any items not accompanied by the customer, etc. Services are strictly limited to customer transportation only.
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9.3 Right to Terminate Service

Budget Egypt may immediately suspend or terminate the service, without refund, where the customer's conduct poses a safety risk, violates law, or harms our reputation.

10. Vehicle Damage and Cleaning

10.1 The customer shall be fully liable for any loss or damage caused to the vehicle beyond normal wear and tear.

10.2 The customer agrees to pay:

- Full repair or replacement cost
 - Loss of use charges where applicable
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11. Limitation of Liability

11.1 Budget Egypt shall exercise reasonable care, skill, and professional diligence in the provision of the services.

11.2 To the maximum extent permitted by law, Budget Egypt shall not be liable for any of the following:

- Indirect, incidental, special, or consequential losses, including loss of profits or business opportunities.
- Missed flights, connections, appointments, events, or other time-sensitive commitments.
- Delays or disruptions caused by traffic congestion, road closures, adverse weather conditions, governmental restrictions, strikes, or any Force Majeure events beyond Budget Egypt's reasonable control.
- The customer is responsible for all personal belongings brought into the vehicle during the service. Budget Egypt recommends that customers secure their valuables at all times and not leave any items unattended in the vehicle. Budget Egypt shall not be liable for any loss, theft, or damage to personal belongings.

11.3 The customer acknowledges that the limitations set out in this Clause represent a fair allocation of risk between the parties and form an integral part of these Terms and Conditions.

12. Indemnification

The customer agrees to indemnify, defend, and hold harmless Budget Egypt, its affiliates, officers, employees, and agents from and against any claims, liabilities, damages, losses, penalties, fines, legal proceedings, and expenses (including legal fees) arising out of:

- Customer misconduct
 - Breach of these Terms and Conditions
 - Violation of applicable laws
 - Damage caused by customers
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13. Force Majeure

Budget Egypt shall not be liable for failure or delay in performance caused by events beyond reasonable control, including but not limited to:

- Natural disasters
- Civil unrest
- Government actions
- Road closures
- Labor disruptions
- Pandemics and wars

In such cases, Budget Egypt reserves the right to suspend, modify, or cancel services without liability beyond refunding amounts not yet utilized.

14. Data Protection and Confidentiality

14.1 Budget Egypt shall collect, process, store, and use personal data of the customer in accordance with **Egypt's Personal Data Protection Law No. 151 of 2020 on the Protection of Personal Data (PDPL)** and all other applicable Egyptian data protection legislation, as amended or superseded from time to time.

14.2 Data Collected

Data collected may include, but is not limited to, identification information, contact details, payment information, travel itineraries, and other information necessary for the execution of services.

14.3 Data Usage by Budget Egypt

The personal data collected may be used for the following purposes:

- To provide, manage, and improve the services requested by the customer.
- To process payments, issue invoices, and handle billing queries.
- To communicate important service-related information, including booking confirmations, updates, and notifications.
- For compliance with legal, regulatory, and audit requirements.
- For internal reporting, service quality monitoring, and operational improvements.
- To protect Budget Egypt's legitimate business interests and prevent fraud or misuse of services.

14.4 Data Security

Budget Egypt implements appropriate technical and organizational measures to safeguard personal data against unauthorized access, disclosure, alteration, or destruction.

14.5 Data Retention

Customers acknowledge that Budget Egypt may retain booking records, personal data, and transaction history for legal, regulatory, audit, and internal record-keeping purposes, consistent with applicable data protection laws.

14.6 Confidentiality

Budget Egypt shall maintain the confidentiality of all personal and sensitive data and shall not disclose such data to third parties except as required by law, regulatory authorities, or as necessary to provide the services.

15. Intellectual Property

All trademarks, service marks, logos, branding elements, website content, and marketing materials remain the exclusive property of Budget Egypt and may not be used without prior written consent.

16. Governing Law and Dispute Resolution

These Terms and Conditions shall be governed by and construed in accordance with the laws of the Arab Republic of Egypt.

Any dispute arising out of or in connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of the competent courts of Egypt.

17. Severability

If any provision of these Terms and Conditions is determined to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

18. Amendments

Budget Egypt reserves the right to amend these terms at any time. Updated terms shall be published on the official website and shall take effect upon publication.

19. Acceptance

By completing a booking, making payment, or using the services, the customer acknowledges that they have read, understood, and agree to be legally bound by these Terms and Conditions. No separate signed agreement is required for these Terms and Conditions to take effect.