



# Olimo Limited

## TERMS & CONDITIONS

1. Service is subject to availability and must be pre-booked by client at least 72 hours prior to the intended Pickup. Any booking received outside of this timeline will not be accepted unless resources are available and surcharge of HKD199 will be levied for immediate processing. Olimo Limited reserves the right to amend, change or cancel any detail or information concerning the offer or these terms and conditions, without prior notice and have the final decision in case of any dispute.
2. Service hour is from 07:00 to 23:00 during COVID-19 and OLIMO LIMITED reserve the right to decide when to return to 24hours services.
3. The maximum waiting period shall be 10 minutes. Subject to limousine service provider' s operational availability, the waiting period can be extended from the 11th minute onwards for an additional fee of HKD 199/first hour. HKD199/2<sup>nd</sup> hour & HKD299/3<sup>rd</sup> hour. Less than one hour will be counted as one hour.
4. HKD199 surcharge applied for any service between 23:00pm to 7:00am once 24hours reservice resume.
5. If member choose to be picked up upon the Estimated Time of Arrival (ETA), the maximum waiting period shall be 60 minutes from the flight landing time (+30 minutes). Subject to limousine service provider' s operational availability, the waiting period can be extended from the 61<sup>st</sup> minute onward for an additional fee of HKD 199 per hour. Less than one hour will be counted as one hour. The original ETA will be followed for flight arriving earlier than the scheduled ETA.
6. A meet and greet service is available for airport pick up at Arrival Hall B for additional fee of HKD199.
7. Food & drinks must not be consumed inside the vehicle (except bottled water).
8. No payment will be deducted for cancellation made at least 72 hours prior to scheduled booking. Full payment will be collected for cancellation or any no-show or amendment of booking made less than 72 hours in advance. All amendment is subject to availability and final written confirmation by OLIMO LIMITED via Whats' app or Email.
9. OLIMO LIMITED shall not undertake relevant responsibility for any loss in the event of delay or loss owing to circumstances beyond the limousine service provider' s control, such as typhoon, rainstorm, traffic jam, temporary political enforcement and rerouting. Base on safety reasons and/or bad weather situation, the service provider has sole discretion to suspend or refuse the Service or booking without any responsibility for any loss for passengers. Situation will include but not limiting to typhoon, rainstorm, road conditions, and safety of any passenger, driver or road user, stowage of overload / oversized / irregular luggage items.
10. OLIMO LIMITED reserved the right to make the final decision of rather to suspend all scheduled Service under the following conditions: (1) Typhoon Signal No. 8 or above or Black Rainstorm Warning is hoisted by the Hong Kong Observatory and, (2) within 2 hours from the time Typhoon Signal No. 8 or Black Rainstorm Warning is canceled.
11. Surcharge of HKD 139up will be levied for each additional stop en-route within the same district to destination. Any en-route stopover must be requested at the time of booking. Last minute requests will not be entertained.
12. Luggage must be safely secured in a closed truck/luggage compartment for Service to be rendered. Any booking which exceeds the maximum passenger and/or luggage capacity of the vehicle will not be accepted. As a general reference, the luggage capacity of a Tesla Model S is 3 standard size (length + width + height=62 inches) check in luggage and 2 carry-on bags (22" x 14" x 9" ).
13. If there is any emergency matter on the day of service, members/passengers can contact Olimo via 852 9512 6787 or [info@olimo.com.hk](mailto:info@olimo.com.hk)
14. Members/Passengers understand and accept that Olimo Limited is not the direct supplier of limousine transfer services. Olimo Limited shall bear no liability relating to any aspect of the services, including without limitation, the quality, the supply, the descriptions of goods and/or services provided by the limousine service providers, any false trade description, misrepresentation, mis-statement, omission, unauthorized representation, unfair trade practices or conduct in connection with the promotion of the limousine transfer or in making available the Service.
15. **Booking Procedure:**
  - a) Send whats app to service hotline: 9512 6787 at least 72hours before booking time in the following format:  
  
Passenger Name:  
Passenger Phone No. :  
No. of Passenger:  
Pick Up Date:  
Pick Up Time:  
Pick Up Address:  
Drop Off Address:  
Special Request:
  - b) Driver will contact Passenger at least 12hours before pick up time (please specify the contact for pick up during bookings)