

You'll find all the information you need about how to deal with any unexpected circumstances you may encounter when using our transfer services here.



What happens if my flight or train is delayed?

Don't worry. Our staff will have the details of your flight or train and will be able to consult information display screens in the arrivals hall at the airport or train station.



How will I find my driver?

When you have collected your luggage, head to the arrivals hall where you will find one of our drivers waiting for you, holding a sign displaying your name.



How long will the driver wait for me?

If there is a delay in your baggage being delivered, you must notify the driver or agency (**+34 629 666 028**)

. If you fail to notify the driver or agency, the driver will wait for one hour following the arrival of your flight or train before leaving, having completed his courtesy one-hour wait.



What should I do if I cannot find my driver?

If you are unable to locate the driver, you should contact the agency by phoning the 24-hour number (**+34 610 600 148**). Please do not leave the arrivals hall.