TripGiant LTD

Supplier Agreement and Service Requirements

This agreement is between TripGiant LTD and ..........................

The secondly noted company will be supplying its services (excursions/supportive services) to the corresponding distribution channels under the umbrella of TripGiant LTD for its direct clients (travelers/tourists) or third parties (agencies/tour-providers).

All bookings reaching ............................... sooner than ............ hours of the service delivery are considered instantly confirmed.

**Booking process**

**Confirmation of the bookings**

All bookings reaching the supplier under the agreed time frame must be serviced. Confirmation should reach TripGiant support via e-mail or via alternative agreed way (API, SMS, Call, or any communication way).

**Declining of bookings**

Bookings can be declined only for unforeseen, not predictable reasons, e.g. customer has last minute special requests that cannot be fulfilled. When a booking is declined, this needs to be known to TripGiant customer service as soon as possible. Supplier must provide alternative arrangements for the customers (e.g. similar excursions, same excursions or in general services that correspond to the clients’ requirements)

In case of unforeseen limited capacity or sudden workload increase that might result in booking allocation (confirmation) problems, a stop-sales from ......................must be initialed.

To initiate “Stop-sales” supplier should send an email to support@daytrip4u.com, please note that this might need 5-8 hours to initiate.

**Cancellation of confirmed booking from supplier**

All bookings under the agreed time frame of …………………. are confirmed and confirmed bookings should not be cancelled.

When a cancellation of a confirmed booking is done, supplier is responsible to cover any possible difference of price of an alternative service (even from a third-party supplier) and assist towards finding alternatives for the clients.



**Cancellation of confirmed bookings from the booker**All confirmed bookings that are cancelled above the agreed time frame of ……….. will be getting a full refund. All confirmed bookings that are cancelled between ……….. and ……….. will be getting a 50% refund. All confirmed bookings that are cancelled under the …………… no refund will be applied.

 **Payment Policy**Monthly an invoice will be sent which will be created from supplier and corresponds on both companies’ info. The agreed commission\* of ……% will be corresponding to TripGiant monthly for each booking that comes from the any of the channels that TripGiant owns and administrates. The rest amount will be transferred from the corresponding distribution channel to the supplier.

\*Zero (0%) in the corresponding field of Payment Policy means NETT rates. **Vehicle and transportation requirements**

• Vehicles must have an air-conditioning or clime and be clean and no smoking.

• Driver and guides must be dressed neatly and according to vehicle class requirements (below)

• Vehicles, drivers and guides must have appropriate licenses and fully comply with all local legal requirements by ruling bodies, syndicates or police.

• Vehicle types agreed for the services (sedan, minivan, bus, etc.) must be strictly adhered to and if any change occurs, this can only be towards an upgrade to a higher category.

Supplier is liable for any customer complaints.

**Service requirements for daytrips (including transfers)**

• Vehicle and guides must be in the defined pick-up location at the time specified in the booking

• Driver and guide, if necessary, helps customer to embark or disembark.

• If customer is not present and the waiting time is due to expire, the driver must call TripGiant’s customer service to inform prior of leaving the pickup point.

• Vehicle should not leave the pick-up location before the customer is found or liaise with TripGiant customer service.

• Driver will always ensure that they have the right passenger on board by checking the customer ticket.

• Driver must follow local traffic laws and convey a sense of safety

• Drivers or guides should not offer, promote, suggest any additional services (e.g. tours or additional stops).

• Driver should confirm from the passenger that the drop-off destination is correct and not disembark without cross checking of the correct point.

• Customer should never be charged anything additional in the vehicle or during the daytrip, unless this has been noted in the daytrip plan and has been agreed / included in the TripGiant daytrip.

**Additional costs**

Activities and things to do are always paid via TripGiant LTD (from the corresponding distribution channels) and only in following circumstances passenger can be charged an additional cost. All additional costs must be confirmed and recorded with DayTrip4U customer service.

• Side services: If the daytrip requires an entry fee or a side service clearly stated, then the driver or guide is authorized to collect the exact fee from the client.

If the customer has special request resulting additional costs supplier should contact TripGiant customer service and inform about additional costs, before confirming the booking.

Supplier retains the right to refuse additional services required by customer.

Supplier agrees not to sell the identical service via his own or third-party channel on a lower price.
Supplier must provide customer receipt on additional costs charged by supplier.

**No-Shows**

No-show is when customer doesn’t show up to the meet and greet point in the agreed waiting time of …………. No-Shows will be paid for the supplier (as below) as long as the driver has been in defined meet and greet location at defined pick-up time and as long as TripGiant’s support has been notified while the no-show is happening. (In case of bus or car required daytrips, driver needs to call TripGiant’s customer service before leaving the meet and greet location to advise of the no show case).

**Failed services**

Failed means that the booking/service confirmed by supplier hasn’t been performed according to booking and service standards.

Compensations on failed services due to service problems or suppliers’ fault will occur.

If a service is delivered with problems, based on the level of the problem, supplier might be paid 50% of the agreed NETT price or even not be paid at all.

d severity classes



**Investigation process**

Any issues with the service are to be reported, while happening, to TripGiant customer service via phone or email. The details of the booking, including an accurate description are to be provided.

TripGiant customer service will work with the supplier to investigate and come to a fair and amicable agreement on the situation and compensation.

**Exceptional Customer Behavior**

Customers that behave in an exceptional manner (drunk, unruly, damaging car) are to be handled by the supplier at driver or guide discretion. TripGiant will assist the supplier as much as possible, but ultimately safety and the local legal requirements should be the key determining factors.

 **TripGiant LTD Contact Numbers**

TripGiant Customer Service can be contacted 24/7 via support@daytrip4u.com

Representatives’ emails: m.papyrakis@daytrip4u.com, mp@daytrip4u.com

