

**Booking reference:** INT-13497X1

**Date booked:** 8.01.2018

This voucher is to be presented to your Supplier's representative, for whom we act as a booking agent.

## GENERAL DETAILS

Supplier / This transfer is provided by company: Deca Turizm Organizasyon Seyahat Tasima

To:	Istanbul Ataturk Airport	Total Price
		<b>17.99 EUR</b>
From:	Bakirkoy , Hotel name: Guestroom Galata Hotel Address: Emekyemez Mahallesi Buğulu Sokak No:11 Karaköy, Beyoglu, İstanbul, Hotel name: Guestroom Galata - Hotel Address: Emekyemez Mahallesi Buğulu Sokak No:11 Karaköy, Beyoglu, İstanbul	
Number of Pax:	2	
Number of Adults:	2	
Number of Children(3-11 years):	0	Paid <b>3.88 EUR</b>
		For payment at the site <b>14.11 EUR</b>
Number of Infants(0-2 years):	0	
Luggage up to 4 places		
Child car seat:	0	
Child booster seat:	0	
Customer Name:	RAXXX MXXXX	
Transfer Type:	Single to Airport	
Vehicle type:	Mercedes Vito Minivan	
Number of cars :	1	
Travel Agent:	intui.travel	

## DEPARTURE INSTRUCTIONS

Flight number	TAROM RO-XXX
To	Istanbul Ataturk Airport
Flight Departure local date and time	Saturday 20 January 2018 at 19:35.
Pick up time	Saturday 20 January 2018 at 16:45
Estimated transfer time	10 minutes
The name of the point of departure	Hotel name: Guestroom Galata Hotel Address: Emekyemez Mahallesi Buğulu Sokak No:11 Karaköy, Beyoglu, İstanbul Hotel name: Guestroom Galata - Hotel Address: Emekyemez Mahallesi Buğulu Sokak No:11 Karaköy, Beyoglu, İstanbul
Phone number	+40743787270
Departure instruction	There is no need to contact the suppliers for your pick up time for PRIVATE transfers unless you wish to change this from the time stated on your booking confirmation. Please ensure that you are at your confirmed pick up point

(outside the hotel) at least 10-15 minutes in advance and have your voucher ready to give to the driver. Intui or/and Supplier can not accept any responsibility for clients who are not collected on time and subsequently miss their return flight if details of the booking have changed and we have not been advised accordingly.

Method of payment: Order is PARTIALLY paid.: The rest of the payment for the order in the amount of **14.11 EUR SHOULD** be paid to the driver upon arrival at the destination Istanbul Ataturk Airport

Maximum Waiting Time At 15 min.  
Departure Point

Luggage Information : Per one passenger the price includes: 1 suitcase and 1 hand (carry-on) luggage. If there is not enough space in the luggage compartment - hand luggage has to be transported in the cabin. If the luggage is beyond the scope of the rules (1 suitcase and 1 unit of hand luggage of small size), an additional charge may occur. Charges for excess luggage takes place on the spot.

Children/Infants There should be a seat for the children from 2 years old in the order. Infant's transportation is included in the price of the transfer. Parents can hold their infants on their hands during a trip. If a separate seat is required for the infant - it is important to book a transfer as a child from 3-11 .

#### EMERGENCY CONTACT DETAILS

Supplier: Deca Turizm Organizasyon Seyahat  
(for whom we act as Agent) / *This transfer is provided by carrier-company* Tasima



Reconfirmation Telephone Number: 00905345871607  
24 Hour Emergency Number: 00905345871607

Office Hours:  
Monday - Friday: 08:00am - 08:00am  
Saturday: 08:00am - 08:00am  
Sunday: 08:00am - 08:00am

**The carrier-company is responsible for the providing (or non-providing) of transfer and for a quality of service.**

#### Information

##### Modification order details

If you need to amend or cancel your booking, you need to do this in your [Personal Account](#)

If you need to change the date or time, or contact phone, flight details - you do not need to cancel the order.

All changes must be done in your [Personal account](#) at [na Intui.travel transfer](#)

If you have **postponed the flight** time and before the transfer date **more than 24 hours**, then MUST need [AMEND](#) it in you Personal Account

If you have **postponed the flight** time, the flight is delayed and before the transfer date is **less than 24 hours** then:

1. You MUST [AMEND](#) Flight time in your Personal Account

AND

2. To **CALL the carrier company** to make sure that they are subject to the instructions of the new flight details the possibility of fulfilling the order for a new time. Transport company contacts specified in the voucher **on the second**

page.

Adding of the changes in the order free of charge. But if the changes in the order affect the change in the transfer route, the number of passengers, the number of cars, the change of the tariff plan "day" to "night", etc., and affect the cost of the order, the Transport company may require an additional fee or not to confirm the changes, or has the right to refuse the requested new conditions for carriage if they have arrived too late and it is not possible to re-arrange a trip under the new conditions.

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**If they ?**

**didn` t pick me up.** What to do. Instruction:

1. Read the instruction in the voucher as above indicated. Pick up time: should you clarify it the day before your transfer date or not? Try to call the **transport company**.
2. Did you come in time and did you come up to the pick up point?
3. Check: your **phone is available** and can receive calls. Switch on your phone. Maybe they are trying to contact you.
4. Check your phone number: did you indicate namely this phone number while booking?
5. If the car or the shuttle didn` t arrive at the appointed time, **call the transport company** by above indicated phones or ask the hotel staff of the reception to do it.
6. **Make screenshots** of phone calls dialed up from your phone to the transport company.
7. You called the transport company, your calls were not replied, you have no information and nobody arrived to pick you up:
8. **Take a picture** of the hotel from outside with the view of entrance, for instance, in this way



9. Then take an alternative transport. **Take a cheque** and be sure to retain the cheque!

10. If the provided car is not of the class specified in your order, then **take a photo** of this car

11. If when booking in the vehicle description there is Wi-Fi, water or etc., then **ask the driver** whether he forgot to offer it )

12. On arrival send us, to Customer Support Center of Intui, your complaint with all the materials as indicated before: **screen, photo, cheque.**