

Terms and Conditions

City.Taxi International BV (Miami Branch) -

General Provisions:

City.Taxi International BV operates the City.Taxi Miami Branch and abides by the regulations and laws of both the Netherlands and Miami-Dade County.

Booking and Confirmation:

All bookings should be made either via the official City.Taxi website, mobile app, or through our authorized booking agents affiliated with City Taxi International BV.

Upon successful booking, the customer will receive a confirmation number. This number is essential for any queries, cancellations, or changes to the booking.

Pricing and Payment:

The fare for taxi services is determined based on the distance and duration of the trip, in accordance with Miami-Dade County regulations.

For pre-booked rides, the price will be communicated and agreed upon at the time of booking.

Payments can be made through credit card, debit card, or City.Taxi credits. A receipt will be provided for all transactions.

Cancellations and Refunds:

Cancellations made more than 24 hours before the scheduled pick-up time will be refunded in full.

Cancellations made within 24 hours will incur a 50% cancellation fee.

If City.Taxi fails to provide the service, a full refund will be issued to the customer.

No-Show Policy:

If the passenger fails to show up within 15 minutes of the scheduled pick-up time without notifying City.Taxi, it will be treated as a no-show. A 100% no-show fee will be charged.

Luggage and Special Requirements:

Passengers are allowed to carry standard luggage that fits within the taxi. Excessive or oversized luggage should be declared at the time of booking.

Any special requirements, such as child seats or accessibility needs, should be communicated during booking.

Conduct and Safety:

Passengers must not engage in any activities that might distract the driver or endanger the safety of the vehicle.

Damaging the vehicle's interior or exterior may result in additional charges for the customer.

Smoking is strictly prohibited inside City.Taxi vehicles.

Liability:

City.Taxi International BV is not responsible for delays caused by traffic conditions, road closures, or events beyond our control.

City.Taxi International BV's liability in the case of lost or damaged luggage is limited to \$500 per booking.

Feedback and Disputes:

Customers are encouraged to provide feedback on their journey.

In the case of disputes or issues, passengers should contact City.Taxi's customer service with their booking confirmation number.

Privacy and Data Protection:

City.Taxi International BV is committed to protecting the privacy of its customers. Personal information is stored and processed in accordance with relevant data protection laws.