



TERMS & SLA

SERVICE LEVEL AGREEMENT

2026

EasyTransfer Transport

Jose Ricardo da Silva Correia

Chemin du Midi 15D, 1260 Nyon, Switzerland

CHE-339.227.160 | info@easy-transfers.ch | +41 79 968 0660



1. Scope

These Terms apply to all transfer services booked through EasyTransfer, via Partner API, B2B portal, booking platform, or direct contact.

2. Pricing

2.1 Prices include: vehicle, chauffeur, fuel, standard tolls, included waiting time.

2.2 Currency: CHF. MWST/TVA 8.1% only when indicated.

2.3 Additional charges for: excessive waiting, extra stops, special equipment.

3. Waiting Time

3.1 Airport: 60 minutes from flight landing.

3.2 Hotel/address: 15 minutes from scheduled time.

3.3 Additional: CHF 1.00/minute.

4. Cancellation & No-Show

4.1 Free: More than 24h before pickup.

4.2 Late (24h-2h): 50% of price.

4.3 Very late (less than 2h): 80% of price.

4.4 No-show: 100% of price.

4.5 Force majeure: no liability (CO Art. 119).



5. Payment

5.1 B2B: Net 7 / Net 15 / Net 30 days.

5.2 Direct: Payment before or at time of service.

5.3 Late interest: 5% p.a. (CO Art. 104).

5.4 Unpaid 60+ days: service suspension.

6. Amenities

Included: water, wipes, phone chargers, Wi-Fi. Extra requests in advance.

7. Vehicle Rules

- No eating
- No alcohol (water permitted)
- No smoking or vaping
- Seatbelts mandatory
- Children: appropriate car seats required
- Pets: advance notice + protective cover

8. Damages

8.1 Damage paid immediately.

8.2 Cleaning fee: CHF 250.

8.3 Structural damage: actual repair cost.



9. API SLA

- 9.1 Availability target: 99.5% uptime.
- 9.2 Maintenance announced 24h in advance.
- 9.3 Response times: quote <3s, book <2s, status <1s.
- 9.4 Rate limits: Free 50/min, Standard 100/min, Premium 200/min.
- 9.5 Best effort basis, no liability for downtime.

10. Operational SLA

- 10.1 Booking confirmation: 30 min (07:00-22:00).
- 10.2 Driver assignment: 2h before pickup.
- 10.3 Arrival: on time (+/-5 min airport, +/-10 min address).
- 10.4 Support: 2h email, immediate WhatsApp.



11. Liability (CO Art. 97ff)

- 11.1 Limited to direct damages, max booking value.
- 11.2 Not liable for traffic, weather, force majeure delays.
- 11.3 Lost items stored 30 days.

12. Luggage

- 12.1 Standard: 2 suitcases + 2 carry-on.
- 12.2 Skis, bikes: declared in advance.
- 12.3 Right to refuse if exceeds capacity.

13. Abusive Conduct

- 13.1 Immediate service termination.
- 13.2 Authorities contacted if necessary.
- 13.3 Full fare charged.

14. Data Protection (nLPD/DSG + GDPR)

- 14.1 Swiss nLPD/DSG + EU GDPR compliant.
- 14.2 Data not sold or shared.
- 14.3 Contact: info@easy-transfers.ch

15. Governing Law

- 15.1 Swiss law.
- 15.2 Jurisdiction: Nyon, Canton de Vaud.
- 15.3 English version prevails.



16. Force Majeure (CO Art. 119)

Neither party liable for failure due to: natural disasters, pandemics, government actions, strikes, severe weather, civil unrest.

17. Amendments

EasyTransfer may amend with 30 days notice. Continued use constitutes acceptance.

18. Effective Date

Effective March 2026. Supersedes all previous versions.



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<https://www.easy-transfers.ch> | <https://api.easy-transfers.ch>