Customer terms of service

Updated 10 December 2026

Please review section A20 carefully, as it contains provisions governing how to resolve disputes between you and Booking.com (the “arbitration agreement”). Among other things, section A20 includes an agreement to arbitrate that requires, with limited exceptions, that all disputes between you and us will be resolved by binding and final arbitration. Section A20 also contains a class action and jury trial waiver.

Unless you opt out of the agreement to arbitrate within 30 days: (1) you will only be permitted to pursue disputes or claims and seek relief against us through binding, final arbitration, with limited exceptions, and you waive your right to participate in a class action lawsuit or other representative proceeding or class-wide arbitration; and (2) you are waiving your right to pursue disputes or claims and seek relief in a court of law and to have a jury trial.

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A1. Definitions

1. Some words here have specific meanings, so please refer to the 'Booking.com dictionary' at the end of these Terms.

A2. About these terms

1. When you complete your booking, you accept these Terms and any other terms provided during the booking process. These Terms include an agreement to mandatory binding individual arbitration, which means that you agree to submit most disputes related to our Platform, the use of the services on our Platform, or these Terms to binding arbitration rather than proceeding in court. You may opt out of this arbitration agreement only by following the procedures in section A20. These Terms also include a class action and jury waiver.

2. If anything in these Terms is (or becomes) invalid or unenforceable:

- It will still be enforced to the fullest extent permitted by law;
- You will still be bound by everything else in the Terms.

3. These Terms are laid out like this:

- Section A: General terms for all types of Travel Experiences.
- Sections B to F: Specific terms for just one type of Travel Experience:
    - Section B: Accommodations
    - Section C: Attractions
    - Section D: Car rentals
    - Section E: Flights
    - Section F: Private and Public Transport
- The specific terms will apply if there's any mismatch between general and specific terms.

4. The English version of these Terms is the original. If there's any dispute about the Terms or any mismatch between the Terms in English and another language, the Terms as they appear in English will apply unless local law requires otherwise. (You can change the language at the top of this page.)

A3. About Booking.com

1. When you book an accommodation, flight or attraction, Booking.com B.V. provides and is responsible for the Platform – but not the Travel Experience itself (section A4.4).

2. When you book a rental car (on Booking.com or Rentalcars.com) or private or public transport, Booking.com Transport Limited provides and is responsible for the Platform – but not the Travel Experience itself (section A4.3).

3. We work with companies that provide local support services (e.g. Customer Support or account management). They don't:

- control or manage our Platform
- have their own Platform
- have any legal or contractual relationship with you
- provide Travel Experiences
- represent us, or enter into contracts, or accept legal documents in our name
- operate as our 'process or service agents'.

4. When using Rentalcars.com to make Car Rental Bookings, clauses A13, and A14 are not applicable.

A4. Our Platform

1. We operate as an intermediary. This means we provide the Platform to connect you with independent Service Providers. We do not own or deliver the Travel Experiences. When you make a booking, your legal contract(s) for the Travel Experience(s) is directly with the Service Provider, not with us. We're not a party to such contract(s) between you and the Service Provider. The Service Provider is solely responsible for the Travel Experience.

2. We take reasonable care in providing our Platform, but we can't guarantee that everything on it is accurate (we get information from the Service Providers). To the extent permitted by law, we can't be held responsible for any errors, interruptions, or missing bits of information – although we will do everything we can to correct/fix them as soon as we can.

3. Our Platform is not a recommendation or endorsement of any Service Provider or its products, services, facilities, vehicles, etc.

4. To make a booking, you may need to create an Account and/or undergo mandatory identity verification (if applicable). Please make sure all your info (including payment and contact details) is correct and up to date, or you might find you can't access your Travel Experience(s). You're responsible for anything that happens with your Account, so please don't let anyone else use it, and please keep your username and password secret.

5. We will show you the offers available to you in (what we think is) the right language for you. You can change to another language whenever you like.

6. Unless otherwise indicated, you must be at least 18 to use the Platform.

A5. Our values

1. You will:

- abide by Our values, Our community guidelines and Content guidelines,
- comply with all applicable laws and not take any act that causes Booking.com to breach applicable laws,
- cooperate with any trust and safety, content integrity, anti-fraud/anti-money laundering, counter-terrorist financing, or sanctions checks or requests we need to carry out
- not use the Platform to cause a nuisance or make fake bookings
- use the Travel Experience and/or Platform for their intended purpose
- not engage in criminal activity or violations of human rights on our platform and during the travel experience, including but not limited to discrimination, harassment, sexual harassment, abusive behavior, violence, or human trafficking and modern slavery,
- be responsible for any content that you submit on our platform and ensure that the content is truthful and lawful, and not discriminatory, harassing, hateful, misleading, deceptive, fraudulent, or otherwise dangerous, disrespectful or inappropriate,
- not cause any nuisance or damage, and not behave inappropriately to the Service Provider's personnel (or anyone else, for that matter).

A6. Your experience with our Platform

1. Based on your interaction with our Platform and your personalisation preferences (which you can access in your account settings under the 'Customisation preferences' section), we may enable features intended to make your experience more convenient and offer you tailored services

(including personalised marketing messages) to enhance your experience and make it easier for you to book your ideal Travel Experience.

2. We're always working to improve our customers' experience with Booking.com. So, sometimes, we show different people different designs, phrasings, products, etc., to find out how they react. As a result, you might not come across some services or conditions when you visit our Platform.

A7. Prices

1. When you make a booking, you agree to pay the cost of the Travel Experience, including any charges and taxes that may apply.

2. Some of the prices may have been rounded to the nearest whole number. The price you pay will be based on the original, 'non-rounded' price (although the actual difference will be tiny anyway).

3. Obvious errors and obvious misprints are not binding. For example, if you book a premium car or a night in a luxury suite mistakenly offered for €1, your booking may be cancelled, and we'll refund anything you've paid. We will remove obvious pricing errors as soon as we become aware.

4. A crossed-out price indicates the price of a like-for-like booking without the price reduction applied ('like-for-like' means same dates, same policies, same quality of accommodation/vehicle/class of travel, etc.).

A8. Payment

1. For some products/services, the Service Provider will require an upfront payment and/or payment during your Travel Experience.

- If we organise your payment, we (or, in some cases, our affiliate) will be responsible for managing it and ensuring the completion of your transaction with our Service Provider. In this case, your payment constitutes the final settlement of the 'due and payable' price. Any refund that you are entitled to is dependent on the amounts actually received by Us and recoverable from the Service Provider under their policy.
- If the Service Provider charges you, this will usually be in person at the start of your Travel Experience, but it could also be, for example, that your credit card is charged when you book or you pay when you check out of your Accommodation. This depends on the Service Provider's upfront payment policy, as communicated to you in the booking process. Any refund that you might be entitled to is the responsibility of and will be processed by the Service Provider.

2. If the Service Provider requires an upfront payment, it may be taken or pre-authorised when you make your booking, and it may be non-refundable. So, before you book, please check the Service Provider’s upfront payments policy (available during the booking process), which we don’t influence and aren’t responsible for.

3. If you know of or suspect any fraudulent behaviour or unauthorised use of your Payment Method, please contact your payment provider as soon as possible.

4. If the currency selected on the Platform isn't the same as the Service Provider's currency, we may:

- show prices in your own currency
- offer you the Pay In Your Own Currency option.

You can check our currency conversion rate during checkout, in the Booking details of your Account, or in the email we send you if you don’t have an account. If we charge you fees in connection with any such services, the fee will be expressed as a percentage over European Central Bank rates. Your card issuer may charge you a foreign transaction fee.

5. We will store your Payment Method details for future transactions after collecting your consent.

6. **Installments**. Where available, you may choose to pay for your Booking in installments. Installment payment options are only available in selected countries and for eligible payment methods. Availability, eligibility, and the applicable terms, including the number of installments, interest, fees, and other conditions, are determined by the relevant payment provider, financing provider, or card issuer, and may vary based on applicable requirements and/or your individual circumstances. You are responsible for reviewing and accepting the installment terms presented to you during checkout before completing your booking.

A9. Policies

1. When you make a booking, you accept the applicable policies as displayed in the booking process. You'll find each Service Provider's cancellation policy and any other policies (about age requirements, security/damage deposits, identity verification - if applicable -, additional supplements for group bookings, extra beds, breakfast, pets, cards accepted, etc.) on our Platform: on the Service Provider information pages, during or after the booking process, in the fine print, and in the confirmation email or ticket (if applicable).

2. If you cancel a booking or don’t show up, any cancellation/no-show fee and any refund will depend on the Service Provider’s cancellation/no-show policy.

3. Some bookings can’t be cancelled for free, while others can only be cancelled for free before a deadline.

4. If you book a Travel Experience by paying in advance (including all price components and/or a damage deposit if applicable), the Service Provider may cancel the booking without notice if they can't collect the balance on the specified date. If they do cancel, any non-refundable payment you’ve made will only be refunded at their discretion. It's your responsibility to make sure the payment goes ahead on time (that your bank, debit card or credit card details are correct and that there's enough money available in your account).

5. If you think you're not going to arrive on time, please contact your Service Provider and tell them when they can expect you. It’s your responsibility to ensure you’re on time, and if you aren’t, we are not responsible for any associated costs (e.g. the cancellation of your booking, or any fees the Service Provider may charge).

6. If you book an Accommodation which requires mandatory identity verification, We retain the right to cancel your Booking if your identity cannot be verified by one of the prescribed methods. In that case, we will cancel your booking and refund anything you've paid.

7. As the person making the booking, you are responsible for the actions and behaviour (in relation to the Travel Experience) of everyone in the group. You are also responsible for obtaining their permission before providing us with their personal data.

A10. Privacy and cookies

1. If you book a Travel Experience, please refer to our Privacy Notice for more information on privacy, cookies, how we might contact you, how we process personal data and how you might exercise your data protection rights.

A11. Accessibility requests

1. If you have any accessibility requests:

- about our Platform and/or services, please contact our Customer Service team

- about your Travel Experience (wheelchair access, walk-in baths, etc.), please contact your Service Provider or the airport, train station, etc.

A12. Insurance

1. If you have bought insurance through our Platform, please refer to the specific insurance policy document(s) provided by the insurance provider for all terms, conditions, and coverage details. These general Customer Terms of Service govern your use of the Platform to facilitate the booking of Travel Services, but do not govern the insurance coverage, exclusions, or claims process.

A13. Genius

1. The Genius rate is a discounted rate offered by participating Service Providers or funded by Booking.com for certain products/services.

2. Genius rates are for members of the Booking.com Genius programme. It's easy to become a member – simply create an account. Membership and rates are non-transferable. Membership is linked to a specific account. Membership can also be linked to specific campaigns or incentives.

3. There are different 'Genius Levels' based on the number of completed bookings made within a given period for any vertical offered by the programme. Each level provides different travel rewards. Your Genius level is based on your booking activity on our Platform, as further explained on our Genius dedicated page

4. The following types of reservations made through Booking.com are excluded from the Genius programme: Cruises, Insurance, public transport and free options. Any additional purchases such as room upgrades for stays, child seats for rental cars, and additional luggage for flights will not incur Genius discounts.

5. We may change any feature of the Genius programme, including the membership levels, eligible booking types for progression, and the way the programme is structured.

6. To ensure a fair and secure programme, we may investigate instances of fraud, misuse, or abuse. This may result in a membership being cancelled and earned rewards being lost.

7. For more details, visit https://www.booking.com/genius.html.

A14. Rewards, Credits & Wallet

1. We may issue Rewards to you – at our sole discretion, and subject to (a) the terms here in A14 and (b) any Individual Reward Criteria that apply. If we make a clerical error (i) in calculating your Rewards or (ii) in converting currencies related to your Rewards, we can always change or correct any balances shown.

2. How to get Rewards: You may, for example, earn and receive a Reward by booking and completing Accommodation stays with participating Service Providers, or by making a certain number of Eligible bookings in a given time period. Please note that the amount/quantity of Rewards earned will depend on each promotional campaign. We'll provide details about earning/spending a Reward when it becomes available to earn and/or spend.

3. Where to find your Rewards: If and when you receive any Rewards, you will be able to manage and spend them from the Wallet, which is automatically created when you create a verified Account. You'll find the Wallet in your Account menu, and you must be signed in to your Account to access it. If you need to do anything to receive a Reward, we'll tell you how (through Account notifications, push notifications, and/or emails). Once you have Rewards in your Wallet, we'll provide any terms and conditions related to spending them.

4. Types of Rewards: Although we only award (a) Credits and (b) vouchers into your Wallet, your Wallet may also help you track the processing of (c) other types of Reward (e.g. Credit Card Cashback) from us. We'll tell you what you need to know about receiving each Reward at the appropriate time.

5. How to get Credits: Credits are usually issued as a result of getting a Reward but we may issue Credits for other reasons.

6. Where to find your Credits: Your Rewards are always stored in the Wallet until they are spent. Your Wallet balance will indicate how much is stored and spendable on Eligible bookings. You will also be able to access detailed information such as when your Rewards were earned, were awarded, and will expire. If you're entitled to Cash Credits, you'll also find out how to transfer them to a credit or debit card (of certain brands).

7. Types of Credits: Each Reward type has its own set of spending and/or usage conditions. In general, all Rewards can only be spent on Travel Experiences that accept Wallet payments. Travel Credits can be spent across different bookings, but vouchers can only be spent on specific bookings stated within each voucher's terms and conditions. Cash Credits can also be spent like Travel Credits or be transferred to a credit or debit card (of certain brands).

We reserve the right to audit any and all accounts in the Rewards & Wallet programme at any time and without notice to the Member, to ensure compliance with the Rewards & Wallet programme or investigate (alleged) fraud or misuse.

Rewards: eligibility

8. To be able to receive any type of Rewards from us, you must, at the time of qualification and spending:

- have a verified Account with us
- be at least 18 years old
- meet the Individual Reward Criteria
- not violate the Rewards & Wallet Terms, and
- have a valid credit card, if you need to qualify for Credit Card Cashback Rewards.

9. When a Reward is available for earning, the Individual Reward Criteria will explain how (and if) you can qualify for it. These criteria may contain and not be limited to:

- time-sensitive restrictions (e.g. offers with expiration dates)
- platform restrictions (e.g. promotional codes that can only be used in our app)
- Accommodation service restrictions (e.g. offers that can only be used with specific Service Providers)
- a minimum spend (e.g. a Reward that you'll only earn when you spend at least a certain amount on a Booking), and
- a maximum Reward value (for both monetary and non-monetary Rewards).

10. Rewards cannot be sold, encumbered or transferred in any way to a third party. In the event of an Account holder's death, their Account will be closed and any Rewards that are pending or available for spending in the Wallet will be cancelled.

Rewards: Credits and vouchers

11. You can spend any amount of Travel Credits and/or Cash Credits that you have to offset the cost of an eligible booking on participating Platforms (e.g. www.booking.com or a Group Company website). However, you may only spend one voucher on each booking, and if you have multiple vouchers in your Wallet, their value cannot be combined for spending on any Booking.

12. If that booking costs less than you have in Rewards, your unspent Rewards will remain available for spending in your Wallet until expiry, unless otherwise stated in each Reward's terms and conditions.

13. If that Travel Experience costs more than you have in Rewards, you must make payment for the remaining amount using a different Payment Method. Failure to do so in time may result in your booking being cancelled, and your Rewards returned to your Wallet with the original Reward terms and conditions, including expiration dates.

14. You may spend both Credits and vouchers at the same time on any Eligible bookings. We do our best to unlock the most savings for you, but it is your sole responsibility to manage how the Rewards are spent. If you have multiple Rewards of a single type, the Reward with the earliest expiration date will be selected for spending by default during payment confirmation. While you may not choose Credits with later expiration dates to spend first, you are free to choose the voucher you prefer to spend first.

15. If you cancel a Travel Experience that you have already paid for (in part or in full) with Rewards, the Service Provider's cancellation policy will determine whether or not your money and/or Rewards are refunded. Our Customer Service team will be able to refund any Rewards that you may be entitled to.

16. You can transfer Cash Credits (but not Travel Credits) to a credit or debit card of certain brands.

17. Your Wallet's default currency is determined by your location, residency or another currency we may elect. If you get any Rewards in a different currency, we may convert them to your Wallet's default currency, or another currency we may elect, using our Currency Conversion Rate.You can also ask our Customer Service team to make this conversion for you. We can do this once a year, following the policies that apply when you make your request.

18. If a Reward was issued because you booked a Travel Experience, any associated Rewards that haven't been spent will be deleted from your Wallet if that Travel Experience is cancelled.

19. We reserve the right to, without notice, cancel any Reward that was obtained by fraud or misuse.

20. If you think you've not received a Reward that you should have, please contact our Customer Service team no more than 12 months after you did whatever it was that you believe qualified you for it. Please provide any supporting documentation you have. If you don't do this within 12 months, you will automatically be ineligible for the Reward and will not be able to claim it.

21. The validity of all Credits can be found in the Rewards & Wallet activity of your Wallet. If you have any Rewards that may expire soon, we may choose to notify you through emails and push notifications.

For some products/services, the Service Provider will require an Upfront Payment and/or a payment taken during your Travel Experience. Note that if Wallet payments are involved (for example, when you choose to pay later for an Accommodation Booking), we will charge your Wallet for the selected Rewards during booking confirmation – so your Rewards will be spent immediately – while any remaining amount will be charged according to the payment policy of your Booking.

Wallet

22. All data, including personal data, will be processed in accordance with our Privacy Statement and applicable data protection laws and regulations. It will be shared with Group Companies or Service Providers as required by the Wallet programme. Lost, stolen or expired Rewards will not be replaced.

23. Your obligations:

- You're responsible for making sure that all information is (and stays) correct, complete and up to date
- If we ask you for proof of ID, please provide it within 30 days
- You're responsible for keeping your Account sign-in details safe and secure in order to safeguard your Wallet.

24. If you don't follow the rules in this section, we may automatically suspend or cancel your Wallet.

25. You may not use your Wallet or Rewards in any way that is misleading, unfair, harmful or illegal.

26. We may set off or settle any or all of your Rewards against any claim we (or a Group Company) have against you. We may do this at any time, and without advance notice.

27. We may change, suspend or end any aspect of the Wallet or Rewards programme. In particular, we might change:

- these Rewards & Wallet terms
- eligibility criteria
- which Rewards we provide

28. We will make reasonable efforts to give you prior notice if we make any changes or we stop providing the Wallet service altogether.

29. If we stop providing the Wallet service, all Rewards that haven't expired will be valid for another 12 months.

A15. Intellectual property rights

1. Unless otherwise stated, all rights in our Platform (technology, content, trademarks, look & feel, etc.) are owned by Booking.com (or its licensors) and by using our Platform you agree to do so for its intended purpose only and respecting the requirements set out in paragraphs A15.2 and A15.3.

2. Whether or not you have a commercial purpose, you're not allowed to access, monitor, copy, scrape/crawl, download, reproduce or otherwise use anything on our Platform using any robot, spider, scraper, other automated means, or automated assistants (including, but not limited to, those that operate by interacting with or otherwise making use of your browser, such as AI-powered assistants) for any purpose without the prior, express written permission of Booking.com. For the avoidance of doubt, Booking.com does not authorize the use of automated means or automated assistants (including, but not limited to, those that operate by interacting with or otherwise making use of your browser, such as AI-powered assistants) to make bookings or reservations using anything on our Platform without the prior, express written permission of Booking.com. You are also not allowed to use any AI-powered features made available on our Platform to infringe third-party Intellectual Property rights, such as copyrights or trademarks.

3. We keep a close eye on every visit to our Platform, and we'll block anyone (and any automated system) we suspect of:

- conducting an unreasonable amount of searches
- using any device or software to gather prices or other information
- doing anything that places undue stress on our Platform.
- using automated assistants (including AI-powered assistants) to access the Platform without express permission

4. By uploading a review/picture to our Platform, you're confirming that it meets our Content Standards and Guidelines and that:

- it's truthful (you haven't altered the picture, for example, or uploaded a picture of a different property)
- it doesn't contain any viruses
- you're allowed to share it with us
- we're allowed to use it on our Platform and for any other commercial purposes (including in a promotional context), everywhere, forever (when you let us know we can no longer use it we will consider any such reasonable request)
- it doesn't infringe the privacy rights of other people
- you accept full responsibility for any legal claims against Booking.com related to it.

5. Just to make it clear: we're not responsible and liable for any picture uploaded to our Platform, we're allowed to remove any picture upon our discretion (for instance, if we detect that a picture does not meet the criteria).

6. For notices under the US Digital Millennium Copyright Act, Booking.com B.V.'s designated agent is Content Integrity, Booking.com B.V., Oosterdokskade 163, 1011 DL Amsterdam, the Netherlands, +1 888 850 3958, copyright@booking.com.

A16. What if something goes wrong?

1. If you have a query or complaint, please contact our Customer Service team. You can do this by accessing your Booking, or through our app, or through our Help Centre, where you'll also find useful FAQs. You can help us help you as quickly as possible by providing, if available:

- your booking confirmation number, your contact details, your reservation PIN code and the email address you used when you made your booking (if you have one)
- a summary of the issue, including how you'd like us to help you
- any supporting documents (bank statement, pictures, receipts, etc.)

2. All queries and complaints are recorded, and the most urgent ones are treated as highest priority. However, if you are looking for an immediate answer, we encourage you to contact our Customer Service via phone.

3. We do try to resolve disputes internally, and we're not obliged to submit to any alternative dispute resolution procedures handled by independent providers.

A17. Communication with the Service Provider

1. We may help you communicate with your Service Provider, but we can't guarantee that they will read anything from you or that they'll do what you ask. In itself, the fact that you contact them or they contact you doesn't mean you have any grounds for legal action.

A18. Measures against unacceptable behaviour

1. We have the right to stop you from making any bookings, to cancel any bookings you've already made, and/or to stop you from using our Platform, our Customer Service, and/or your Account. Of course, we'll only do this if, in our opinion, there's a good reason to. For example:

- fraud or abuse
- non-compliance with (including our values or with applicable laws or regulations
- inappropriate or unlawful behaviour (e.g. violence, threats or invasion of privacy) in relation to us, any of the companies we work with, or anyone else, for that matter.

2. If we cancel a booking as a result, you will not be entitled to a refund. We may tell you why we've cancelled your booking, unless telling you would (a) contravene applicable laws and/or (b) prevent or obstruct the detection or prevention of fraud or other illegal activities. If you believe we have incorrectly cancelled your booking, please contact our Customer Service team.

3. You acknowledge and agree that monetary damages are not an adequate remedy at law for the unauthorised use of automated means or automated assistants (including, but not limited to, those that operate by interacting with or otherwise making use of your browser, such as AI-powered assistants), that such unauthorised use may cause Booking.com irreparable harm, and that Booking.com is entitled to injunctive relief to prohibit such unauthorised use.

A19. Limitation of liability

1. These Terms only limit our responsibilities as allowed by applicable law. Specifically, these Terms don't limit our (or the Service Provider's) liability for our (or their) own negligence that leads to death or personal injury, fraud, fraudulent misrepresentation, gross negligence, or willful misconduct. Other than the rights and responsibilities described in this section, we won't be responsible for any other losses, unless they're caused by our breach of these terms. By way of example, this means that we are not liable for any:

- indirect or consequential loss or damage
- loss of profits, use, data, revenues, business opportunities, or goodwill
- special, punitive, or exemplary damages
- inaccurate information about a Service Provider
- product, service or action of a Service Provider or other business partner
- mistake in an email address, phone number or credit card number (unless it's our fault). The provision of incorrect, incomplete, or inaccurate details does not invalidate your Booking; You remain contractually bound to your Booking and are responsible for all associated costs and obligations regardless of any errors you made in your contact information.
- force majeure or event beyond our control.

2. If you are in breach of these Terms and/or the Service Provider's terms:

- we won't be liable for any costs you incur as a result, and
- you won't be entitled to any refund.

3. The most that we, or any Service Provider, will be liable for, whether for one event or a series of connected events, is the cost of your booking, as set out in your confirmation email. These limitations of liability shall apply regardless of the form of action, whether based on contract, tort, negligence, strict liability or any other legal theory.

4. Except as expressly stated in these Terms, no representation, warranties or undertakings are given in relation to Service Providers' products and services, and we accept no responsibility for ensuring that they are suitable for your purposes (which remains solely your responsibility). To the fullest extent permitted by law, we disclaim all representations and warranties, including, but not limited to, warranties of merchantability and fitness for a particular purpose. We do not warrant or make any representations that our website will operate error-free or uninterrupted, that defects will be corrected, or that the website and/or its servers will be free of viruses and/or other harmful components. We do not warrant or make any representations regarding the suitability, availability, accuracy, reliability, or timeliness of any material of any kind on the website for any purpose, including software, services, information, text and related graphics content. You agree that you use our website and services at your own risk. You understand and agree that we are not responsible or liable for any misuse or unauthorised use of our website or services, or any consequences arising out of such misuse or unauthorised use.

5. Just to be clear, nothing in these Terms will entitle any third party other than the Service Provider to anything.

A20. Arbitration agreement

Applicability of Arbitration Agreement

1. Subject to the terms of this Arbitration Agreement, you and Booking.com agree that any disagreement, controversy, or claim arising out of or relating in any way to your access to or use of our Platform, or other services provided by Booking.com or the support companies in connection with your use of our Platform (including the interpretation and scope of this Arbitration Agreement and the arbitrability of a Dispute, as defined herein), or your relationship with us or any subsidiary, parent or affiliate company or companies (whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory) (each, a "Dispute") will be resolved by binding arbitration, rather than in court, except that: (1) you and Booking.com may assert claims or seek relief in small claims court, to the extent the Dispute qualifies under applicable law and remains in small claims court; and (2) the following causes of action and, as applicable, requests for relief are exceptions to the Disputes covered by this Arbitration Agreement and will be brought in a judicial proceeding in a court of competent jurisdiction (as outlined in this Arbitration Agreement): (i) any claim or cause of action alleging actual or threatened infringement, misappropriation, or violation of a party's copyrights, trademarks, trade secrets, patents, or other intellectual property rights; (ii) any claim or cause of action seeking emergency injunctive relief based on exigent circumstances (e.g.,

imminent danger or commission of a crime, hacking, cyber-attack); or (iii) a request for the remedy of public injunctive relief, where such remedies are permitted and cannot be waived by applicable law; or (iv) any cause of action related to the unauthorized use of anything on our Platform by an automated means or automated assistant (including, but not limited to, those that operate by interacting with or otherwise making use of your browser, such as AI-powered assistants). For purposes of this Arbitration Agreement, "Dispute" will also include disputes that arose or that involve facts occurring before the existence of this or any prior versions of the Terms, unless those disputes were noticed prior to when these Terms took effect, as well as claims that may arise after the termination of these Terms.

Internal Review Procedure

2. Prior to initiating any Dispute, as discussed in the subsequent section, each party must first give the other an opportunity to resolve any complaints by submitting them in writing to the other party.

Where you have a complaint, you must give Booking.com written notice through the form available on our Dispute Resolution page (the "Internal Review Procedure"). Your message through our Dispute Resolution page beginning the Internal Review Procedure must contain the following information: (1) your name, (2) your address, (3) the email address you used to make your reservation, (4) your reservation number, (5) the date of your reservation, (6) the name of the Service Provider with whom you booked your Travel Experience, (7) a brief description of the nature of your complaint, and (8) the resolution that you are seeking (together, the "Required Information"). Additionally, the message must start with "Request Under Arbitration Agreement." If your message does not start with this text, or if it does not contain all of the Required Information (or an explanation of why you are unable to include any of the Required Information), then you have not effectively begun the Internal Review Procedure, which you must do before initiating any arbitration or an action in small claims court Booking.com. This requirement is intended to inform us that you have a dispute you want to resolve with us.

If Booking.com has a complaint, it will submit a written notice with the relevant Required Information to the email address you used to make your reservation.

If the parties are unable to resolve the complaint within 60 days of the start of the Internal Review Procedure, either party may seek relief as laid out in this Arbitration Agreement. The Internal Review Procedure is a mandatory precondition to commencing arbitration.

The statute of limitations and any filing fee deadlines shall be tolled during the Internal Review Procedure.

Waiver of Jury Trial

3. **YOU AND BOOKING.COM HEREBY WAIVE ANY CONSTITUTIONAL AND STATUTORY RIGHTS TO SUE IN COURT AND HAVE A TRIAL IN FRONT OF A JUDGE OR A JURY**. You and Booking.com are instead electing that all Disputes shall be resolved by arbitration under this Arbitration Agreement, except as specified in the subsection entitled “Applicability of Arbitration Agreement”. There is no judge or jury in arbitration, and court review of an arbitration award is subject to very limited review

Waiver of Class and Other Non-Individualised Relief

4. **EACH OF US MAY BRING CLAIMS AGAINST THE OTHER ONLY ON AN INDIVIDUAL BASIS AND NOT ON A CLASS, REPRESENTATIVE, OR COLLECTIVE BASIS, AND THE PARTIES HEREBY WAIVE ALL RIGHTS TO HAVE ANY DISPUTE BE BROUGHT, HEARD, ADMINISTERED, RESOLVED, OR ARBITRATED ON A CLASS, COLLECTIVE, OR REPRESENTATIVE BASIS. ONLY INDIVIDUAL RELIEF IS AVAILABLE.** Subject to this Arbitration Agreement, the arbitrator may award declaratory or injunctive relief only in favour of the individual party seeking relief and only to the extent necessary to provide relief warranted by the party's individual claim. Nothing in this paragraph is intended to, nor shall affect the terms and conditions under the subsection A20.9 entitled “Batch Arbitration.” Notwithstanding anything to the contrary in this Arbitration Agreement, if a final decision, not subject to any further appeal or recourse, determines that the limitations of this subsection, “Waiver of Class and Other Non-Individualised Relief,” are invalid or unenforceable as to a particular claim or request for relief (such as a request for public injunctive relief), you and Booking.com agree that the particular claim or request for relief (and only that particular claim or request for relief) shall be severed from the arbitration and may be litigated in the state or federal courts located in the State of New York. All other Disputes shall be arbitrated or litigated in small claims court. This subsection does not prevent you or Booking.com from participating in a class-wide or mass settlement of claims.

Rules and Forum

5. The Terms evidence a transaction involving interstate commerce; and notwithstanding any other provision herein with respect to the applicable substantive law, the Federal Arbitration Act, 9 U.S.C. § 1 et seq., will govern the interpretation and enforcement of this Arbitration Agreement, including the procedures governing Batch Arbitration, and any arbitration.

The arbitration will be administered by the National Arbitration & Mediation ("NAM”) in accordance with the NAM Comprehensive Dispute Resolution Rules and Procedure (the “NAM Rules”) in effect at the time of arbitration, except as supplemented, where applicable, by the NAM Mass Filing

Supplemental Dispute Resolution Rules and Procedures (the "NAM Mass Filing Rules"), and as modified by this Arbitration Agreement. The NAM Rules are currently available at https://www.namadr.com/resources/rules-fees-forms/.

A party that wishes to initiate arbitration must provide the other party with a request for arbitration (the "Demand"). The Demand must include: (1) the name, telephone number, mailing address, e-mail address of the party seeking arbitration, and email address associated with the account, if applicable; (2) a statement of the legal claims being asserted and the factual bases of those claims; (3) a description of the remedy sought and an accurate, good-faith calculation of the amount in controversy in United States Dollars; (4) a statement certifying completion of the Internal Review Procedure process as described; and (5) a statement certifying that the requesting party will pay any necessary filing fees in connection with such arbitration. Any Demand you send to Booking.com should be sent through the form available on our Dispute Resolution page. Booking.com will provide the Demand to your email address on file.

If the party requesting arbitration is represented by counsel, the Demand shall also include counsel's name, telephone number, mailing address, and email address. Such counsel must also sign the Demand. By signing the Demand, counsel certifies to the best of counsel's knowledge, information, and belief, formed after an inquiry reasonable under the circumstances, that, consistent with the standards set forth in Federal Rule of Civil Procedure 11(b): (1) the Demand is not being presented for any improper purpose, such as to harass, cause unnecessary delay, or needlessly increase the cost of dispute resolution; (2) the claims, defenses and other legal contentions are warranted by existing law or by a nonfrivolous argument for extending, modifying, or reversing existing law or for establishing new law; and (3) the factual and damages contentions have evidentiary support or, if specifically so identified, will likely have evidentiary support after a reasonable opportunity for further investigation or discovery ("Counsel's Certification").

Unless you and Booking.com otherwise agree, or the Batch Arbitration process discussed in subsection A20.9 is triggered, any in-person arbitration hearing will be conducted in New York, New York or, at your election, in the county where you reside or another mutually agreed location. **You and we agree that, for Demands where the relief sought is $25,000 or less, the arbitration will be conducted based solely on written submissions, unless you request a hearing, or the arbitrator determines that a hearing is necessary; in that case, virtual hearings shall be preferred over in-person hearings unless the arbitrator determines that a party's right to a fundamentally fair process would be impaired absent an in-person hearing. In the case of an in-person hearing, you and we agree that any employee of Booking.com BV or its affiliate who is based outside of the United States and who is participating in the hearing may participate telephonically or by video**

conference. Subject to the NAM Rules, the arbitrator may direct a limited and reasonable exchange of information between the parties, consistent with the expedited nature of arbitration. If NAM is not available to arbitrate, the parties will select an alternative arbitral forum. Your responsibility to pay any NAM fees and costs will be solely as set forth in the applicable NAM fee schedules (the "Fee Schedules").

You and Booking.com agree that all materials and documents exchanged during the arbitration proceedings shall be kept confidential and shall not be shared with anyone except the parties' attorneys, accountants, or business advisors, and then subject to the condition that they agree to keep all materials and documents exchanged during the arbitration proceedings confidential.

You and Booking.com agree that at least 14 days before the date set for an arbitration hearing, any party may serve an offer in writing upon the other party to allow judgment on specified terms. If the offer made by one party is not accepted by the other party, and the other party fails to obtain a more favourable award, the other party shall not recover any post-offer costs to which they otherwise would be entitled and shall pay the offering party's costs from the time of the offer.

Arbitrator

6. The arbitrator will be either a retired judge or an attorney licensed to practice law in the state of New York, and will be selected by the parties from NAM's roster of consumer dispute arbitrators. If the parties are unable to agree upon an arbitrator within thirty-five (35) days of delivery of the Demand, then NAM will appoint the arbitrator in accordance with NAM Rules, provided that if the Batch Arbitration process under subsection A20.9 is triggered, NAM, without soliciting input or feedback from any party, will appoint the arbitrator for each batch.

Authority of the Arbitrator

7. The arbitrator shall have exclusive authority to resolve any Dispute, including, without limitation, disputes regarding the interpretation or application of the Arbitration Agreement, including the enforceability, revocability, scope, or validity of the Arbitration Agreement or any portion of the Arbitration Agreement, except that all Disputes regarding the subsection entitled "Waiver of Class and Other Non-Individualized Relief," including any claim that all or part of the subsection entitled "Waiver of Class and Other Non-Individualized Relief" is unenforceable, illegal, void or voidable, or that such subsection entitled "Waiver of Class and Other Non-Individualized Relief" has been breached, shall be decided by a court of competent jurisdiction and not by an arbitrator. The arbitrator shall have the authority to grant motions dispositive of all or part of any Dispute. The arbitrator shall issue a written award and statement of decision describing the essential findings and

conclusions on which the award is based, including the calculation of any damages awarded. The award of the arbitrator is final and binding upon you and us. Judgment on the arbitration award may be entered in any court having jurisdiction.

Attorneys' Fees and Costs

8. The parties shall bear their own attorneys' fees and costs in arbitration unless the arbitrator finds that either the substance of the Dispute or the relief sought in the Demand was frivolous or was brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)). To the extent, following a presentation on the merits, on its own motion or a party's, and after affording a reasonable opportunity to respond, an arbitrator determines that a party who commenced arbitration did not bring its claim(s) consistent with Counsel's Certification and the standards set forth in Federal Rule of Civil Procedure 11(b), the parties agree that the arbitrator shall, as part of its award, impose sanctions by ordering that the initiating party reimburse the responding party for all arbitration costs and arbitrators' fees the responding party incurred under the Fee Schedules.

Batch Arbitration

9. To increase the efficiency of administration and resolution of arbitrations, you and Booking.com agree that in the event that there are twenty-five (25) or more individual Demands of a substantially similar nature filed against Booking.com by or with the assistance of the same law firm, group of law firms, or organizations ("Claimants' Counsel"), within a reasonably approximate period of time, for example, a ninety (90) day period, NAM shall (1) administer the arbitration demands in batches of 100 Demands per batch (or, if between twenty-five (25) and ninety-nine (99) individual Demands are filed, a single batch of all those Demands, and, to the extent there are fewer than 100 Demands remaining after the batching described, a final batch consisting of the remaining Demands); (2) appoint one arbitrator for each batch; and (3) provide for the resolution of each batch on a consolidated basis with one set of filing and administrative fees due per side per batch, one procedural calendar, one hearing (if any) in a place to be selected by the arbitrator, and one final award, which will provide for any and all relief the arbitrator determines each individual party is entitled to receive ("Batch Arbitration"). NAM shall administer all batches concurrently, to the extent possible.

All parties agree that Demands are of a "substantially similar nature" if they arise out of or relate to the same event or factual scenario and raise the same or similar legal issue(s) and seek the same or similar relief. To the extent the parties disagree on the application of the Batch Arbitration process,

the disagreeing party shall advise NAM, and NAM shall appoint a sole standing Procedural Arbitrator or, should the circumstances so require, an Emergency Arbitrator, according to the NAM Rules, to determine the applicability of the Batch Arbitration process (the Procedural Arbitrator or Emergency Arbitrator may be deemed the "Administrative Arbitrator"). In an effort to expedite the resolution of any such dispute by the Administrative Arbitrator, the parties agree that the Administrative Arbitrator may set forth such procedures as are necessary to resolve any disputes promptly. The Administrative Arbitrator's fees shall be paid by Booking.com.

You and Booking.com agree to cooperate in good faith with NAM to implement the Batch Arbitration process including the payment of single filing and administrative fees for batches of Demands, as well as any steps to minimize the time and costs of arbitration, which may include: (1) the appointment of a discovery special master to assist the arbitrator in the resolution of discovery disputes; and (2) the adoption of an expedited calendar of the arbitration proceedings.

This Batch Arbitration provision shall in no way be interpreted as authorising or creating a class, collective, and/or representative arbitration or action of any kind, except as expressly set forth in this provision, and nothing about the Batch Arbitration process will preclude any party from participating in any arbitration administered according to that process.

Invalidity, Expiration

10. Except as provided in the subsection entitled "Waiver of Class or Other Non-Individualized Relief," if any part or parts of this Arbitration Agreement (other than Section A20.9) are found under the law to be invalid or unenforceable, then such specific part or parts shall be of no force and effect and shall be severed, and the remainder of the Arbitration Agreement shall continue in full force and effect. However, if Section A20.9 of this Arbitration Agreement is found under the law to be invalid or unenforceable then, in that case, the entire Arbitration Agreement shall be void, and the parties agree that all Disputes will be heard in the state or federal courts located in New York, New York. You further agree that any Dispute that you have with Booking.com as detailed in this Arbitration Agreement must be initiated within the applicable statute of limitation for that claim or controversy, or it will be forever time barred. Likewise, you agree that all applicable statutes of limitation will apply to such arbitration in the same manner as those statutes of limitation would apply in the applicable court of competent jurisdiction.

30-Day Right to Opt Out

11. You have the right to opt out of the provisions of this Arbitration Agreement by sending a written notice through our Dispute Resolution page with the message: "Arbitration -- Opt-Out Notice", within

thirty (30) days after first becoming subject to this Arbitration Agreement ("Opt-Out Notice"). Your Opt-Out Notice must include your name and address, the email address you used to set up your Booking.com account (if you have one), and an unequivocal statement that you want to opt out of this Arbitration Agreement. Any Opt-Out Notice will be effective only if you send it yourself, on an individual basis, and Opt-Out Notices from any third party purporting to act on your behalf will have no effect on your or Booking.com's rights. If you opt out of this Arbitration Agreement, all other parts of these Terms will continue to apply to you. Opting out of this Arbitration Agreement has no effect on any arbitration agreements that you may currently have with us, including any previous versions of this Arbitration Agreement to which you agreed, and has no effect on any arbitration agreements with us you may enter in the future.

Modification

12. You and we agree that Booking.com retains the right to modify this Arbitration Clause in the future. Any such changes will be posted on our Platform, and you should check for updates regularly. Your continued use of the Booking.com Platform and/or Services, including the acceptance of products and services offered on the Platform following the posting of changes to this Arbitration Agreement, constitutes your acceptance of any such changes. If you have previously agreed to a version of these Terms with an arbitration agreement and you did not validly opt out of arbitration, changes to this Arbitration Agreement do not provide you with a new opportunity to opt out of arbitration. Booking.com will continue to honour any valid opt-outs of the Arbitration Agreement that you made to a prior version of these Terms.

Governing Courts and Law

13. To the extent that the Dispute is not covered by any arbitration agreement between you and us, it shall proceed before the state or federal courts located in New York, New York (except for small claims court actions, which may be brought in the county where you reside). This Arbitration Agreement and these Terms are made under and will be governed by and interpreted in accordance with New York law, regardless of conflict of law rules.

B. Accommodations

B1. Scope of this section
B2. Contractual relationship
B3. What we will do
B4. What you need to do

B5. Price and payment
B6. Amendments, cancellations and refunds
B7. What else do you need to know?

B1. Scope of this section

1. This section contains the specific terms for Accommodations products and services. It applies as well as section A (which applies to all Travel Experiences).

B2. Contractual relationship

1. When you make (or request) a booking, it's directly with the Service Provider – we're not a 'contractual party'.

2. Booking.com B.V. owns and operates the Platform.

3. Our Platform only shows Accommodations that have a commercial relationship with us, and it doesn't necessarily show all their products or services.

4. Information about Service Providers (e.g. facilities, house rules and sustainability measures) and their Travel Experiences (e.g. prices, availability and cancellation policies) is based on what they provide to us. They're responsible for making sure it's accurate and up to date.

B3. What we will do

1. We provide the Platform on which Service Providers can promote and sell their Accommodations – and you can search for, compare and book them.

2. Once you've booked your Accommodation, we confirm the details of your booking to both you and the Service Provider, including the names of the guest(s).

3. Depending on the terms of your booking, you may be able to change or cancel it.

B4. What you need to do

1. Fill in all your contact details correctly, so we and/or the Service Provider can provide you with information about your booking and, if necessary, contact you.

2. Read these Terms and the terms displayed during the booking process carefully.

3. Take care of the Accommodation and its furniture, fixtures, electronics and other contents, and leave things in the same state they were when you got there. If anything is broken, damaged or lost, make sure you report it to the staff there (as soon as you can, and certainly before you check out).

4. Maintain the security of the Accommodation and its contents during your stay. So don't, for example, leave doors or windows unlocked.

B5. Price and payment

1. Check 'Prices' (A7) and 'Payment' (A8).

B6. Amendments, cancellations and refunds

1. Check 'Policies' (A9).

B7. What else do you need to know?

We Price Match

1. We want you to get the best possible price every time. If, after you've booked your Accommodation with us, you find the same Accommodation (with the same conditions) for less on another website, we promise you Wallet Credits for the difference. Just remember to contact us after booking with us. If you file your We Price Match claim via email, you'll need to provide us with a screenshot and a link to the other offer. You can also file a We Price Match claim directly on the phone by reaching out to our Customer Service. In any case, the other offer must be online and available when we check.

We Price Match checklist

- The other offer must be for the same property and accommodation type.
- The other offer must be for the same check in and check out dates.
- The other offer must have the same cancellation policy and conditions.
- The other offer must be for the same number of occupants
- The other offer must have the same add-on / meal plan.
- The better deal must be in the local currency of the property.

When can't you make a claim?

- If the other offer is on a website that doesn’t reveal the property or accommodation type you’ll be staying in until after booking.
- If the other offer is available on an opaque, suspicious and/or likely to be fraudulent website.
- If the other offer is part of a loyalty or rewards program, where the price is reduced by the property or website for actions like repeat business, logging in, using a coupon code, referring others, or any other action that reduces the original price.
- If your current Booking.com reservation is a ‘Partner offer’ (these are labelled as such on our platform and are provided by partner companies) or if you're comparing the other offer to a ‘Partner Offer’ on our platform.
- If you cancel your booking.
- If you book a single-unit property, which by nature cannot be available elsewhere.
- Booking.com reserves the right to make the sole determination regarding a customer's eligibility to receive the price match.

Found your booking cheaper elsewhere?

- Look for ‘Found this room cheaper elsewhere?’ on your confirmation page.
- Validate that the cheaper offer meets all the requirements (review checklist).
- Save the link to the cheaper offer (Example: www.hotel.com/93203920).
- Take a screenshot (or multiple) making sure all the relevant data is captured (review checklist).
- Contact Customer Service.
- After claim validation, we will amend the reservation price (if possible) or provide further instruction for you to claim after stay Wallet credits of the price difference.
- Booking.com reserves the right to make the sole determination regarding a customer's eligibility to receive the price match.

Partner offer

2. Some offers on our Platform are marked as 'Partner offers', which means they come to us through a Booking.com partner company rather than straight from a Service Provider. Unless otherwise indicated, any Partner offer that you reserve:

- Must be paid for at the time of booking
- Can't be modified. However, if it offers free cancellation, you will be able to cancel it for free, as long as you do it in time.
- Can't be scored or reviewed on our Platform.

Please note that if you book a Partner Offer, the invoice will be issued by the partner company or the property, not by Booking.com directly. Our customer service support is limited if you book a Partner Offer.

Price incentives by Booking.com

3. Some of the price reductions are funded by us, not by the Service Provider. We simply pay some of the cost ourselves.

Request to book

4. In some cases, you'll find a button marked 'Request to book' on the property page. If you select this option, we'll explain how this works (on-screen and/or by email).

5. Guest verification: When You book an Accommodation, we may ask you to verify your identity during or after you complete your Booking, as required by the Service Provider. Your identity may be verified by one of the prescribed methods, including but not limited to via your historical bookings and/or via a "selfie" check. In this case, your Booking confirmation may be subject to completion of a successful identity verification.

Damage policy

6. When you're booking, you may find that some Service Providers refer to a 'damage policy'. This means that if anyone in your group loses or damages anything:

- you should inform the Service Provider
- instead of charging you for it directly, the Service Provider will have 14 days to submit a damage payment request through our Platform under your reservation number
- if they do, we'll tell you so you can tell us if you have any comments and whether or not you agree with the charge – and then:
    - if you agree, we'll charge you on their behalf
    - if you disagree, we'll look into it, and if we consider that there is cause for further investigation, we will contact you to discuss the next steps.

7. Under the damage policy, there's a limit to how much a Service Provider can charge you through our Platform (the limit is displayed while you're booking).

8. Any payment you make would be between the Service Provider and you – we'd just be organising it on the Service Provider's behalf.

9. The damage policy doesn't relate to general cleaning, ordinary wear and tear, any crimes (such as theft), or any non-physical 'damages' (e.g. fines for smoking or bringing pets).

10. The Service Provider might require a 'damage deposit' before or at check-in. If they do, we'll tell you about it while you're booking – but it has nothing to do with the 'damage policy'. We won't be involved in any financial settlement related to damage deposits.

How We Work

11. For information on reviews, ranking, how we make money (and more), please check out How We Work.

C. Attractions

C1. Scope of this section
C2. Contractual relationship
C3. What we will do
C4. What you need to do
C5. Price and payment
C6. Amendments, cancellations and refunds
C7. What else do you need to know?

C1. Scope of this section

1. This section contains the specific terms for Attractions products and services. It applies as well as section A (which applies to all Travel Experiences).

C2. Contractual relationship

1. We do not (re)sell, offer or provide any Attractions on our own behalf – when you book an Attraction, you enter into a contract directly with (a) the Service Provider or (b) a Third-Party Aggregator (if they're reselling the Attraction), as disclosed during the booking process.

2. We act solely as the Platform and are not involved in the terms of the Service Provider / Third-Party Aggregator. We are not responsible for your ticket and have no liability to you in relation to your booking except as described in these Terms.

C3. What we will do

1. We provide the Platform on which Service Providers and (from time to time) Third-Party Aggregators can promote and sell Travel Experiences – and you can search for, compare and book them.

2. Once you've booked your Attraction, we'll provide you and the Service Provider / Third-Party Aggregator (as applicable) with details of the Booking; if the Service Provider / Third-Party Aggregator needs more than your name, we'll tell you at the time of booking.

3. Depending on the terms of your booking, you may be able to change or cancel it if you want. Please contact us using the Help Centre (available 24 hours a day) if you need help with anything.

C4. What you need to do

1. You must fill in all your contact details correctly so we and/or the Service Provider / Third-Party Aggregator (as applicable) can provide you with information about your booking and, if necessary, contact you.

2. You must read and agree to comply with our Terms and the terms of the Service Provider / Third-Party Aggregator (which will be displayed at checkout) – and acknowledge that breaching them may lead to additional charges and/or the cancellation of your booking.

C5. Price and payment

1. When you book an Attraction, we will organise your payment. For details of how this works (including the related rights and obligations), please check 'Payment' (A8).

C6. Amendments, cancellations and refunds

1. Please check 'Policies' (A9).

C7. What else do you need to know?

How We Work

1. For information on reviews, ranking, how we make money (and more), please check out How We Work, which is also part of our Terms.

D. Car rentals

D1. Scope of this section

D2. Contractual relationship
D3. What we will do
D4. What you need to do
D5. Price and payment
D6. Amendments, cancellations and refunds
D7. What else do you need to know?

D1. Scope of this section

1. This section contains the specific terms for Car Rental products and services. It applies as well as section A (which applies to all Travel Experiences).

D2. Contractual relationship

1. The car rental pages on Booking.com and Rentalcars.com are operated by Booking.com Transport Limited. The company is registered in England and Wales (Number: 05179829) at the following address: 6 Goods Yard Street, Manchester, M3 3BG, United Kingdom. VAT number: GB 855349007. This means that you accept that the process of making a booking with Booking.com Transport Limited is governed by these Terms – although your actual rental will be governed by the Rental Agreement with your Service Provider (which you sign at pick-up).

2. When you book a rental, your booking is either (a) with us or (b) directly with the Service Provider. Either way:

- our Terms govern the use of the Platform up until you pick up the rental;
- the Rental Agreement governs the rental itself; when you sign this at the rental counter, you'll enter a contract with the Service Provider (but you'll review and accept its key terms while you're booking your car).

Throughout Section D, 'Service Provider' means the rental company that provides the car.

3. In most cases, you'll get your booking Confirmation as soon as you complete your booking – but if the Service Provider doesn't confirm your rental immediately, we won't take payment or send you your booking Confirmation until they've done so.

4. If there's any mismatch between these Terms and the Rental Agreement, the Rental Agreement will apply.

5. The Main Driver (the person whose details are entered during the booking process) is the only person who can change or cancel the booking or discuss it with us – unless they tell us they nominate someone else to do this.

D3. What we will do

1. We provide the Platform on which Service Providers can promote and sell their Travel Experiences – and you can search for, compare and book them.

2. We don't guarantee the precise make and model you're booking (unless we expressly say so). The phrase 'or similar' means you could get a similar car (i.e. the same size, with the same kind of gearbox, etc.). So, the car pictures are illustrative only.

3. Once you've booked your rental:

- we'll give the Service Provider the booking details (e.g. the Main Driver's name and contact phone number)
- we'll confirm the pick-up information (e.g. the Service Provider's contact details and what you need to take with you).

D4. What you need to do

1. You must provide all the information we need to arrange your booking (contact details, pick-up Time, etc.).

2. You must read and agree to comply with these Terms and the Rental Agreement – and acknowledge that if you breach them:

- you might have to pay additional charges
- your booking might be cancelled
- the counter staff might refuse to hand over the keys at the rental counter.

3. You must check your rental's specific requirements, as many details (driving licence requirements, security deposit size, paperwork needed, payment cards accepted, etc.) vary per rental. So please make sure you carefully read:

- these Terms
- the key terms of the Rental Agreement, which you'll review while you're booking, and
- the Rental Agreement itself, which you'll receive at pick-up.

4. You must be at the rental counter by your pick-up time (note that some Service Providers have a pick-up ‘grace period’ in case you are delayed). If you arrive after the pick-up time (and after the pick-up grace period, if any), the car may no longer be available, and you may not be entitled to a refund from the Service Provider. Please check the Rental Agreement for further information (while you're booking your car, please check 'Important info', which informs you of any grace period and which you accept at checkout). If you think you might be late, it's vital that you contact the Service Provider or us, even if it's because of a flight delay and you’ve provided your flight number.

5. The key terms of your rental tell you what the Main Driver needs at pick-up. You must ensure that when they get to the rental counter, they bring everything they need (e.g. driving licence, any required ID, and a credit card in their own name, with enough available funds to cover the security deposit).

6. You must make sure the Main Driver is both eligible and fit to drive the car.

7. You must show the counter staff each driver's full, valid driving licence, which they must have held for at least 1 year (or longer, in many cases). If any driver has endorsements/points on their licence, let us know as soon as you are aware of this, as the Service Provider may not allow them to drive.

8. You must ensure that any driver with a driving licence issued in England, Scotland or Wales obtains a licence 'check code' no more than 21 days before pick-up.

9. You must ensure that every driver has their own International Driving Permit (if they need one) as well as their driving licence. Note that all drivers must carry their driving licence (and International Driving Permit, if they need one) at all times.

10. You must ensure that every child has an appropriate child seat if they need one.

11. You must, if anything goes wrong during your rental(accident, breakdown, etc.):

- contact the Service Provider
- not authorise any repairs without the Service Provider's consent (unless the Rental Agreement allows this)
- Keep all documentation (repair bills, police reports, etc.) to share with us, the Service Provider, and/or the insurance company.

D5. Price and payment

1. If payment is taken at the time of booking, Booking.com Transport Limited will be the merchant of record. For details of our payment processes, please refer to ‘Payment’ (A8).

Additional costs and fees

2. In many cases, the Service Provider will charge a young driver fee for each driver under a certain age (e.g. 25). In some cases, they may charge a senior driver fee for each driver over a certain age (e.g. 65). When booking on our Platform, you must enter the Main Driver's age so we can show you details of any age-related fee(s) – which you would pay at pick-up.

3. In many cases, the Service Provider will charge a one-way fee if you drop the car off at a different location. If you intend to do this, you need to enter the drop-off location while booking so we can tell you if it’s possible and show you details of any one-way fee – which you would pay at pick-up.

4. In many cases, the Service Provider will charge a cross-border fee for taking the car to a different country/state/island. If you intend to do this, it's vital you tell us and/or the Service Provider as soon as you can (it must be before pick-up).

5. The price of your rental is calculated based on 24-hour units, so (e.g.) a 25-hour rental will cost as much as a 48-hour rental.

6. If, after pick-up, you decide you want to keep the car for longer, please contact the Service Provider. They'll tell you how much this would cost, and you'll enter a new contract with them. If you drop the car off late without agreeing on this in advance, they may charge an additional fee as well.

Extras

7. In some cases, you'll pay for any optional extras (child seats, GPS, winter tyres, etc.) when you book your car – in which case, you're guaranteed to get them at pick-up.

8. In other cases, you'll merely request any extras when you book your car – in which case:

- you'll pay for them at pick-up, and
- the Service Provider doesn't guarantee they'll be available for you.

D6. Amendments, cancellations and refunds

1. We go above and beyond our legal obligations. Even though local laws don’t require us to offer specific cancellation rights, we guarantee that we will honour our refund policy if you cancel your booking.

2. The following ‘Cancellation and Amendments’ terms apply to all bookings apart from:

- where a credit card is required to reserve a pay-at-pick-up booking (the cancellation policy depends on the Service Provider, and details will be made available in the booking funnel); and
- bookings that are labelled 'non-refundable' (you cannot amend a non-refundable booking, and you won't receive a refund if you cancel it).

Cancellations

3. If you cancel:

- MORE THAN 48 hours before your rental is due to start, you'll receive a full refund.
- LESS THAN 48 hours before, or while you're at the rental counter, we'll refund what you paid minus the cost of 3 days of your rental – so there won't be any refund if your car was booked for 3 days or less.
- AFTER your rental is due to start (or you just don't turn up) you'll receive no refund.

4. The counter staff may refuse you the car if (for example):

- You don't arrive on time
- You are not eligible to rent the car
- You don't have the documentation you need
- The main driver doesn't have a credit card in their own name with enough funds available for the car's security deposit.

For more on your Service Provider's rules, please refer to the 'Important Information' that's available while booking – or the Rental Agreement that you sign at the counter.

If they refuse you the car, please call us straight away from the rental counter to cancel your booking, and we'll refund what you paid, minus the cost of 3 days of your rental. Otherwise, you won't be entitled to a refund.

Amendments (changes to your Booking)

5. You can make changes to your booking anytime before you're due to pick the car up.

6. In most cases, the easiest way to do this is via our app – or our website (under 'Manage Booking').

7. There is no administration fee for changing your booking, but any changes you make may affect the rental price. Sometimes, the only way we can change a booking is to cancel it and make another one, in which case we may charge you a cancellation fee on the rental company's behalf.

8. If changing your booking would change the price or incur a cancellation fee, we will tell you in advance.

Changes made by us

9. If we/the Service Provider need to change your booking (e.g. if the Service Provider can't provide the car), we'll tell you as soon as we can. If you don't accept that change, you'll be entitled to cancel and claim a full refund (no matter how close the start of your rental is), but we will have no additional liability for any direct or indirect costs you may incur (e.g. hotel rooms or taxis).

D7. What else do you need to know?

General

1. In all cases, drivers must be at least a minimum age to rent or drive a car. In some cases, they must also be below a maximum age. The limit(s) can vary by service provider, location, and type of car.

2. Only eligible drivers whose names appear on the Rental Agreement may drive the car.

3. You must not take the car to a different country/state/island and/or drop it off at a different location without arranging this in advance.

Late pick-up/early drop-off

4. If you pick your car up later (section D4.4) or drop it off earlier than agreed in your booking Confirmation, the Service Provider will not refund you for the 'unused' time.

How We Work

5. For information on reviews, ranking, how we make money (and more), please check out How We Work, which is also part of our Terms.

E. Flights

E1. Scope of this section
E2. Contractual relationship
E3. What we will do
E4. What you need to do
E5. Price and payment
E6. Amendments, cancellations and refunds
E7. What else do you need to know?

E1. Scope of this section

1. This section contains the specific terms for Flights products and services. It applies as well as section A (which applies to all Travel Experiences).

E2. Contractual relationship

1. Most Flights on our Platform are provided via a Third-Party Aggregator, which acts as an intermediary to the airline(s).

2. When you make a booking, it's directly with the airline. We're not a 'contractual party' to your Booking. When booking, you enter into (i) an Intermediation Contract with the Third-Party Aggregator (for the ticket) and (ii) a Contract of Carriage with the airline (for the Flight itself).

3. If you book any extras (additional baggage, insurance, etc.), you'll enter into a direct contract with the Third-Party Aggregator or another company. We will not be involved in this contract.

4. We act solely as the Platform and are not involved in the Third-Party Terms. We are not responsible for your ticket or any extras you may buy and (to the fullest extent permitted by law) have no liability to you in relation to your Booking.

E3. What we will do

1. We provide the Platform on which Service Providers can promote and sell their Travel Experiences, and you can search for, compare and book them.

2. Once you've booked your Flight, your booking details (e.g. the names of the traveller(s)) will be provided to the Service Provider.

3. Depending on the Contract of Carriage, we may be able to help you change or cancel your booking if you want to do so. Please contact us using the Help Centre (available 24 hours a day) if you need help with anything.

E4. What you need to do

1. You must fill in all your contact details correctly so we and/or the Service Provider can provide you with information about your booking and, if necessary, contact you.

2. You must read and agree to comply with our Terms and the Third-Party Terms (which will be displayed at checkout) – and acknowledge that breaching them may lead to additional charges and/or the cancellation of your Booking.

3. On top of checking Booking.com's communication, you're responsible to verify your email and the airline(s) website(s) to stay informed about any schedule change or cancellation of your booking.

E5. Price and payment

1. When you book a Flight, your payment will be organised by us, by the Third-Party Aggregator (or a party specified by them), or by a third party such as an airline. For details of how we organise payments (including the related rights and obligations) please check 'Payment' (A8).

E6. Amendments, cancellations and refunds

1. You'll find the cancellation policy in the Contract of Carriage between you and the airline. It's available while you're booking your Flight and when your Flight is confirmed (on your 'Manage Booking' page).

2. There may be a fee for changing or cancelling your Flight.

3. Airlines reserve the right to reschedule or cancel flights in accordance with the airline's terms & conditions, Contract of Carriage or airline policies.

4. Different tickets from the same airline may have different restrictions or include different services. Please make sure you read the full details provided during the booking process.

5. If you have any questions about changes, cancellations or refunds, please contact our Customer Service team, which is provided by one of our third-party aggregators on behalf of Booking.com.

E7. What else do you need to know?

Code share

1. Some airlines have 'code share' agreements with other airlines. So you may buy your ticket from one airline (your 'ticketing carrier') but fly in a plane that's owned by another airline (your 'operating

carrier'). In most cases like this, you will check in with your operating carrier – but please confirm this with your ticketing carrier ahead of time.

2. While you're booking your Flight, you'll be informed if it's a 'code share' Flight.

Airline prohibited practices

3. Most airlines don't allow people to buy tickets that include flights they don't intend to use – for example, a round-trip ticket if the person doesn't intend to use the return flight. For more examples, just enter 'point-beyond ticketing', 'hidden-city ticketing' or 'back-to-back ticketing' into a search engine.

4. When you purchase a Flight, you agree not to do this. If you do this in breach of the airline's terms (provided when you make your Booking), you will reimburse us for any difference between the cost of your actual journey and the cost of the full journey specified on your ticket(s) if the airline claims this from us.

U.S. NOTICE - OVERBOOKING OF FLIGHTS:

Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for compensation of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, including failure to comply with the carrier's check-in deadline, persons denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and each airline's boarding priorities are available at all airport ticket counters and boarding locations. Some airlines do not apply these consumer protections to travel from some foreign countries, although other consumer protections may be available. Check with your airline or your travel agent.

Use of flight segments

5. Most airlines require customers to use their flights in order. So, if you don't take your first Flight, your airline may automatically cancel the rest of your itinerary.

6. If your airline allows you to 'skip' any flights in your itinerary, please make sure you cancel the flight (s) you don't want, which is in line with the cancellation policy. Note that you may not be entitled to a full refund (or any refund) for these unused Flights.

One-way tickets

7. If you buy two one-way tickets rather than a single round-trip ticket:

- you'll be making two separate bookings, each with its own rules and policies
- any changes to one Flight will not affect the other (for example, if your initial Flight is cancelled, you won't be guaranteed a refund for your second Flight).

8. If you're travelling abroad, you may need to prove to the Check-in and/or Immigration staff that you have a return Flight (check 'International travel' for more on passports, visas, etc).

Charges, taxes and fees

9. Your fare will include any taxes and fees charged by an airline or government (except entry/exit fees – check 'Entry/exit fees'). You may be responsible for dealing with any retroactive change in the tax rate.

Service fees

10. Depending on which Flight you choose, you may be charged a service fee by us and/or the Third-Party Aggregator.

- Our service fee (if any) is for using our Platform so you can buy a ticket from a Third-Party Aggregator. This fee includes any applicable VAT/GST/similar taxes.
- The Third-Party Aggregator's service fee (if any) is a fee for using them as intermediary to the airline(s). This fee may include any applicable VAT/GST/similar taxes.

11. The price of your ticket will include any service fee(s).

12. You must act in your role as a private consumer to purchase Flights products and services on our Platform. A private consumer is, as opposed to a business, a natural person who enters into a legal transaction for purposes which are predominantly outside its commercial and/or self-employed activities.

Fees for baggage and other extras

13. Your airline may charge for checked baggage, excess/overweight baggage, priority boarding, allocated seating, onboard entertainment, food and drink and/or airport check-in.

14. If they do, the charge(s) will be on top of the price of your ticket (unless it's expressly stated that your Flight included the extra(s)).

SPECIAL BAGGAGE LIABILITY LIMITATIONS FOR U.S. TRAVEL: For domestic travel wholly between U.S. points, federal rules require any limit on a carrier's baggage liability to be at least US$3,800 per passenger, or the amount currently mandated by 14 CFR 254.5.

Boarding requirements

You must comply with all applicable airline boarding requirements, including check-in time limits and time limits for when you must present yourself at the gate. You must ensure that you present yourself at the airport with enough time to complete all boarding requirements.

Failure to comply with boarding requirements may result in the airline cancelling your itinerary.

International travel

15. It's your responsibility to:

- carry a valid passport and/or visa if required
- comply with any entry requirements
- find out if you need a visa to pass through a country that isn't your final destination
- check with the relevant embassy in advance to confirm if there's been any change in passport, visa or entry requirements
- review any warnings or advice from your country of residence/origin before you go to/through a country or region.

16. By arranging travel to or from any location, we are not guaranteeing that it is without risk – and, to the fullest extent permitted by law, we will not be liable for any resulting damages or losses.

17. It's not a common practice, but international law allows 'disinsection' of aircraft to kill insects. To do this, personnel might spray the aircraft's cabin with an aerosolised insecticide while passengers are on board, or treat its interior surfaces with a residual insecticide while they're not on board. Before you travel, we advise you to find out about disinsection, including where it might happen.

Advice to international passengers on limitations of liability:

Passengers embarking upon a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that the provisions of an international treaty (the Warsaw Convention, the 1999 Montreal Convention, or other treaty), as well as a carrier's own contract of carriage or tariff provisions, may be applicable to their entire journey, including any portion entirely within the countries of departure and destination. The applicable treaty governs and may limit the liability of carriers to passengers for death or personal injury, destruction or loss of, or damage to, baggage, and for delay of passengers and baggage.

Additional protection can usually be obtained by purchasing insurance from a private company. Such insurance is not affected by any limitation of the carrier's liability under an international treaty. For further information, please consult your airline or insurance company representative.

Dangerous Goods/Hazardous Materials

U.S. Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person. A violation can result in five years' imprisonment and penalties of $250,000 or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidisers, poisons, corrosives and radioactive materials. Examples: Paints, lighter fluid, fireworks, tear gases, oxygen bottles, and radio-pharmaceuticals. Lithium batteries are not allowed in checked luggage. There are special exceptions for small quantities (up to 70 ounces total) of medicinal and toilet articles carried in your luggage and certain smoking materials carried on your person.

For further information, contact your airline or visit https://www.faa.gov/hazmat/packsafe/.

Entry/exit fees

18. Your fare will not include any fee that a country or airport charges people entering/leaving the country and that is collected directly at the airport. Before you travel, we advise you to find out if you'll have to pay this kind of fee.

EU: Passengers' rights under EU Regulation 261/2004

19. If your flight is delayed or cancelled, or you're denied boarding, you may be entitled to compensation/assistance under EU Regulation 261/2004 if:

- You're flying into the European Union (EU)
- You're flying out of the EU
- Your Flight is provided by an EU airline

EU: Airline carrier liability under EU Regulation 889/2002

20. If there's an accident that happens within the EU, EU Regulation 889/2002 might apply to you.

EU: Rights of disabled persons and persons with reduced mobility when travelling by air under EU Regulation 1107/2006

21. EU Regulation 1107/2006 provides for certain rights for people who are disabled or have reduced mobility.

How We Work

22. For information on reviews, ranking, how we make money (and more), please check out How We Work, which is also part of our Terms.

F. Private and Public Transport

F1. Scope of this section
F2. Contractual relationship
F3. What we will do
F4. What you need to do
F5. Price and payment
F6. Amendments, cancellations and refunds
F7. What else do you need to know?

F1. Scope of this section

1. This section contains the specific terms for Private and Public Transport products and services. It applies as well as section A (which applies to all Travel Experiences).

F2. Contractual relationship

1. When you pre-book Private or Public Transport, your booking will be directly with the Service Provider or via a Third-Party Aggregator who will allocate your booking to a Service Provider. In all cases, our Terms will govern the booking process.

2. Pre-Booked Private Transport. You and the Service Provider both agree to comply with these Terms. By making a booking, you are confirming that you have read and accepted the Service Provider or the Third Party Aggregator's terms (where applicable). Not all Service Providers have their own terms, but you're welcome to check out all the terms that we've been provided.

3. Public Transport. You'll be provided with the Service Provider's terms during the booking process. If there is any mismatch between their terms and our Terms, their terms will apply.

F3. What we will do

1. We provide the Platform on which Service Providers can promote and sell their Travel Experiences – and you can search for, compare and book them.

2. Once you've made your booking, we'll give the Service Provider your details (e.g. your name, phone number and pick-up location).

3. All Private Transport: We'll give you the Service Provider's contact details.

4. Pre-Booked Private Transport: We'll make sure the Service Provider knows what size of vehicle you've requested.

5. Public Transport: We'll give you (or tell you how to collect) your ticket(s).

F4. What you need to do

1. You must check the details of your booking carefully, and provide all the information we need to arrange your booking (your requirements, contact details, etc.).

2. You must make sure everyone in your group complies with our Terms and (where applicable) the Service Provider's terms, which you saw and accepted during the booking process. You acknowledge that if you breach them:

- you might have to pay additional charges
- your booking might be cancelled
- your driver may refuse to transport you.

3. You must bear in mind that estimated journey times don't take traffic conditions into account.

4. All Private Transport: You must make sure all passengers are at the pick-up location on time.

5. All Private Transport: At and around your pick-up Time, you must have the phone (whose number you entered when you made your Booking) switched on and able to receive calls/texts, in case the driver needs to contact you. We can't guarantee they'll be able to reach you through messaging applications such as WhatsApp or Viber.

6. Pre-Booked Private Transport: For any airport pick-up, you must give us your flight details at least 24 hours before your pick-up Time so your Service Provider can adjust the pick-up Time if your flight is delayed. If they can't provide a Private Transport following a flight delay or cancellation, please contact our Customer Service team.

7. Public Transport: You must make sure all passengers arrive on time, leaving enough time to collect tickets if necessary.

8. You must be 18 or older to make a booking, and any passenger under 18 must be accompanied by a responsible adult.

9. You must make sure no passenger behaves inappropriately – e.g. being abusive or doing anything that might endanger someone.

10. You must make sure you choose Public/Private Transport that's suitable (in terms of party size, amount of luggage, accessibility requirements, etc.).

F5. Price and payment

1. Booking.com Transport Limited will arrange the payment for your Booking. For details of our payment process, please refer to 'Payment' (A8).

2. Pre-Booked Private Transport: Price includes any tolls, congestion charges, taxes and peak surcharges. Payment is taken at the time of booking.

3. Public Transport: Payment is taken when your booking is confirmed. Before departure, the Service Provider may need to check your ticket(s)/e-ticket(s). Please keep it/them with you at all times, or you might have to pay again.

4. The Service Provider/driver doesn't have to agree to any changes to the Journey that you request in person. If they do, they may charge extra.

F6. Amendments, cancellations and refunds

Cancellation

1. In most cases:

- Pre-Booked Private Transport: You can cancel for free up to 24 hours before your pick-up time (2 hours in some cases – please review your confirmation). If you don't cancel on time, you won't be entitled to a refund.
- Public Transport: You won't be entitled to a refund once your booking is confirmed. If your plans change, please contact our Customer Service team to discuss any options that might be available.

2. If your Service Provider or Third Party Aggregator has a different cancellation policy (which you'll review while booking), their policy will apply instead.

3. We and/or the Service Provider may cancel the booking with little or no notice – but this would only happen in very specific situations. For example, if:

- the Service Provider becomes insolvent or is genuinely unable to honour your booking – in which case we'll do our best to arrange alternative transport (and we'll refund you in full if we can't)
- you are in breach of these Terms and/or the Service Provider's terms – in which case you may not be entitled to a refund.

Amendments (changes) before your Journey begins

5. Pre-Booked Private Transport: Your confirmation email will tell you how much notice you need to give (ahead of your pick-up Time) to request any changes to your booking (such as location or time).

6. Public Transport: You cannot change your booking once it's confirmed.

7. If we/the Service Provider need to change your booking (for example, if there's a strike that interferes with your journey), we'll tell you as soon as we can. If you then decide to cancel:

- Any Transport: Unless you cancel for one of the reasons in the next bullet, you'll be entitled to a full refund (no matter how close your journey is).
- Any Private Transport: If the change is simply a new driver, a new Service Provider, or a new (similar) vehicle, you won't be entitled to a refund (unless you're cancelling with enough notice).

Either way, neither we nor the Service Provider will be liable for any costs you may incur (e.g. alternative transport or hotel rooms).

8. Where multiple tickets have been purchased for Shared Pre-Booked Private Transport, if you amend the booking, all tickets will be amended.

Refunds

9. If you wish to apply for a refund, you must do so in writing no more than 14 days after your pick-up time.

10. Any refund may take up to 5 working days to arrive in your account.

11. All Private Transport: If your driver isn’t at the pick-up location on time, you can apply for a refund, and we’ll investigate this for you.

12. All Private Transport: You won't be entitled to a refund if your Journey doesn't go ahead as planned because:

- the driver/Service Provider can't contact you
- one or more passengers aren't at the pick-up location on time, and you haven't requested a new pick-up time
- you request unreasonable changes to the pick-up time or journey
- you don’t tell us / the Service Provider / the driver about a change you want to make
- you provided incorrect details when booking your Private Transport (pick-up location, contact details, number of people, amount of luggage, etc.).

F7. What else do you need to know?

Pre-Booked Private Transport

1. Please review your confirmation email to check how long the driver will wait at the pick-up location.

Repair or cleaning charges

2. If anything needs to be repaired or cleaned because someone in your group has done something unreasonable or is in breach of these Terms, you will be responsible for the cost of repairs/cleaning.

How We Work

3. For information on reviews, ranking, how we make money (and more), please check out How We Work.

G. Cruises

We do not (re)sell, offer, or provide any cruises on our own behalf. Booking.com Cruises are offered and sold by World Travel Holdings, Inc. (‘WTH’). When you phone Booking.com Cruises or visit https://cruises.booking.com, you are interacting directly with WTH. When you book a cruise, you are entering into a contract with WTH, and you are subject to WTH’s Terms & Conditions. Booking.com is

not responsible for your cruise and (to the fullest extent permitted by law) has no liability to you in relation to your booking.

Booking.com dictionary

‘Account’ means an account (with Booking.com or a Group Company) through which you can book Travel Experiences on our Platform.

‘Accommodation’ means the provision of an accommodation service by a Service Provider (throughout Section B, ‘Service Provider’ means the provider of the accommodation service).

‘Attraction’ means the provision of an Attraction service by a Service Provider (throughout Section C, ‘Service Provider’ means the provider of the Attraction service).

‘Attraction service(s)’ includes, but is not limited to, tours, museums, attractions, activities and experiences.

‘Booking’ means the booking of a Travel Experience on our Platform, whether you pay for it now or later.

‘Booking.com’, ‘us’, ‘we’ or ‘our’ means Booking.com B.V. (for accommodation, flights or attractions) or Booking.com Transport Limited (for any ground transport service). Corporate contact

‘Booking Confirmation’ (in the ‘Car rentals’ section) means the confirmation email and voucher we send you, explaining the details of your Booking.

‘Booking Network Sponsored Ads’ means our programme that lets Accommodation Service Providers bid through a third party (Koddi) for their product to appear in second place when your search results are ordered by ‘Our top picks’.

‘Cash Credits’ means a benefit with a monetary value that you can ‘cash out’ to the Payment Method that we have on file for you, or put towards the cost of a future Travel Experience.

‘Contract of Carriage’ means the contract between you and the Service Provider, which deals with your Flight.

‘Credits’ means a benefit with a monetary value. There are ‘Cash Credits’ and ‘Travel Credits’.

‘Credit Card Cashback’ means a benefit with a monetary value that can be cashed out to the credit card that we have on file for you, but can’t be put towards the cost of a future Travel Experience.

‘Connectivity Provider’ means a company that allows properties and Booking.com to communicate accommodation information and customers’ booking data.

‘Currency Conversion Rate’ means the rate that we use to convert currency; this is currently the WM/Refinitiv Closing Spot Rate, but this may change.

‘Eligible Booking’ means a booking that meets the criteria to qualify for a Reward.

‘Flight’ means the provision of a flight by a Service Provider (throughout Section E, ‘Service Provider’ means the airline).

‘Group Company’ means an affiliate of Booking.com – either a direct shareholding of Booking.com or part of the Booking Holdings Inc. group.

‘Individual Reward Criteria’ refers to rules that apply to certain Rewards – in addition to the general ‘Rewards, Credits & Wallet’ terms (A14).

‘Intermediation Contract’ (in the ‘Flights’ section) means the contract between you and the Third-Party Aggregator, which deals with the way they arrange your Flight ticket (and, in some cases, any extras) with the airline or another company.

‘Main Driver’ means the driver whose details were entered during the booking process.

‘Pay In Your Own Currency’ is the payment option that we sometimes offer when a Service Provider doesn’t use your currency. This option lets you pay in your currency instead.

‘Payment Method’ means the method used to pay for a booking, which might be a credit/debit card or an alternative payment method.

‘Pick-up’ (in the ‘Car rentals’ section) means the process at the start of your rental, when you provide the required ID and other documentation, pay for any fees and additional extras, enter into the Rental Agreement, and collect your car.

‘Pick-up Time’ (in the ‘Car rentals’ section) means the (local) date and time you’re due to pick up your car, as stated in your booking Confirmation.

‘Pick-up Time’ (in the ‘Private and Public Transport’ section) means the (local) time when a Pre-Booked Private Transport is due to reach the pick-up location.

‘Platform’ means the website/app on which you can book Travel Experiences, whether owned or managed by Booking.com B.V, Booking.com Transport Limited, and/or a third-party affiliate.

‘Pre-Booked Private Transport’ means a private vehicle (including Shared Pre-Booked Private Transport) that you request at least 30 minutes before you arrive at the pick-up location.

‘Private Transport Journey’ means the private transport journey as set out in the booking (including any changes after the booking was made).

‘Public Transport’ means trains, buses, trams and other types of public transport.

‘Public Transport Journey’ means the public transport journey as set out in the booking (including any changes after the booking was made).

‘Rental’ (or ‘Car Rental’) means the provision of a car by a Service Provider (throughout Section D, ‘Service Provider’ means the rental company that provides the car).

‘Rental Agreement’ means the contract between you and the Service Provider, which you sign at pick-up. You’ll be provided with a summary of the key terms during the booking process.

‘Rewards’ means a benefit that you are promised. In most cases, Rewards will be Travel Credits, Cash Credits, Credit Card Cashback, or a voucher for an item of some kind.

‘Service Provider’ means the provider of a travel-related product or service on the Platform, including but not limited to the owner of a hotel or other property (for an 'accommodation' Booking), a museum or park (for an 'attraction' Booking), or a car rental company or airline (for a 'transport' Booking).

‘Services’ (in the ‘Private and Public Transport’ section) means the provision of a Public Transport Journey or Private Transport Journey.

‘Terms’ means these terms of service.

‘Third-Party Aggregator’ means a company that acts as either (a) an intermediary between you and the Service Provider or (b) a reseller of the Travel Experience.

‘Third-Party Terms’ (in the ‘Flights’ section) means both the Intermediation Contract with the Third-Party Aggregator (for the ticket) and the Contract of Carriage with the airline (for the Flight itself).

‘Travel Credits’ means a benefit with a monetary value that you can put towards the cost of a future Travel Experience but can’t ‘cash out’.

‘Travel Experience’ means one of the travel-related products or services on the Platform.

‘Upfront Payment’ means a payment that you make when you book a product or service (rather than when you actually use it).

‘Wallet’ means a dashboard in your Account that shows your Rewards, Credits and other incentives.

‘Wallet Credits’ refers to Travel Credits or other types of credits (such as cash-credits).

DATE: 10 December 2026

Previous terms of service

For reservations made before 25 August 2025 and 10 December 2026 inclusive: