



PAORA

PRIVATE TRANSPORT & ARTIST MOBILITY

GENERAL TERMS AND CONDITIONS

Transport, mobility and instrument storage services



GENERAL TERMS AND CONDITIONS

These General Terms and Conditions (the Terms) govern all services supplied under the PAORA name. They should be read together with the applicable written quotation, booking confirmation and any service-specific instructions. If a quotation expressly differs from these Terms, the quotation prevails for that booking.

IMPORTANT

A booking is confirmed only after written acceptance, payment of the required deposit and PAORA's written confirmation. Prices are provided after review and remain subject to the accepted quotation.

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1. DEFINITIONS

PAORA means the service provider identified in the applicable quotation or booking confirmation, operating under the PAORA name. Client means the person or organisation requesting or purchasing the services. Passenger means any person transported under a booking. Services includes private transfers, chauffeur services, long-distance or multi-day mobility, event and artist transport, luggage or equipment transport, and instrument collection, storage or delivery.

Quotation means PAORA's written commercial offer. Booking means a quotation accepted and confirmed in accordance with Section 4. Stored Items means instruments, cases, accessories or related equipment accepted by PAORA for storage.

2. SCOPE AND ACCEPTANCE

These Terms apply to every request, quotation, Booking and Service supplied by PAORA, unless different terms are expressly agreed in writing. By accepting a quotation, paying a deposit, using a Service or handing over Stored Items, the Client confirms that it has read and accepted these Terms and has authority to accept them for all relevant Passengers or owners of property.

The Client must ensure that all Passengers and owners of luggage, instruments or equipment are informed of the provisions that concern them. No oral statement changes these Terms unless PAORA confirms the change in writing.

3. SERVICE REQUESTS AND QUOTATIONS

Requests may be made through paora.ch, email, WhatsApp or another channel accepted by PAORA. A request does not reserve a vehicle, driver, storage space or delivery slot. PAORA may request further details before issuing a quotation.

Quotations are prepared after review of the route, date, timing, passenger count, waiting time, vehicle requirements, luggage, instruments, equipment, accessibility needs, storage requirements and other operational factors. Unless the quotation states otherwise, it is valid only for the itinerary, schedule, scope and information described in it and may be withdrawn before acceptance.

Photos, descriptions and vehicle categories are illustrative unless a specific vehicle is expressly guaranteed in writing. PAORA may provide an equivalent vehicle suitable for the confirmed passenger and luggage capacity.

4. BOOKING CONFIRMATION

A Booking becomes binding only when: (a) the Client accepts the quotation in writing; (b) PAORA receives any required deposit; and (c) PAORA issues written confirmation. Until all three steps are completed, availability is not guaranteed.

The Client must verify the confirmation immediately and report any error. PAORA may decline a request where the route, timing, passenger conduct, property, legal requirements, safety conditions or availability make performance impractical or unlawful.

5. PRICES AND ADDITIONAL CHARGES

Prices are stated in the accepted quotation, normally in Swiss francs (CHF), and include only the Services expressly listed. The quotation will identify whether tolls, parking, ferries, border charges, accommodation, meals, permits, waiting time or other expenses are included.

Additional charges may apply for route changes, extra stops, overtime, waiting beyond the included allowance, additional distance, cleaning, damage, parking, tolls, accommodation, urgent arrangements, special equipment or requirements not disclosed before confirmation. Where possible, PAORA will communicate the applicable charge before carrying out the additional work. The rate or calculation method stated in the quotation applies.



6. DEPOSIT AND PAYMENT

A deposit of 30% to 50% of the quoted amount may be required to confirm a mission. The exact percentage and deadline appear in the quotation. Unless otherwise agreed in writing, the outstanding balance is due no later than the day of the mission and before completion of the Service.

Payments must be made in the stated currency and without deduction or set-off. Bank charges and currency-conversion costs are borne by the Client. Late amounts may result in suspension or cancellation of Services and may be pursued together with reasonable recovery costs and any interest permitted by law.

7. CLIENT INFORMATION AND RESPONSIBILITIES

The Client must provide complete and accurate information, including contact details; pickup and destination addresses; date and local pickup time; one-way or return journey; passenger count; flight, train or event details where relevant; luggage quantities and sizes; instrument and equipment descriptions, dimensions and weights; accessibility requirements; child-seat needs; and any other special request.

The Client is responsible for passports, visas, permits, customs formalities and the legality of all persons and property transported. The Client must inform PAORA promptly of changes. PAORA is not liable for loss, delay or additional cost caused by incomplete, late or inaccurate information.

Passenger capacity depends on the vehicle and the volume of luggage or equipment. Requests for more than six Passengers require direct written confirmation from PAORA. A passenger count does not guarantee that all undisclosed luggage or equipment can be carried safely.

8. CHANGES TO A BOOKING

Any requested change is subject to availability and PAORA's written approval. A change to the date, time, route, addresses, stops, passenger count, vehicle requirements, waiting period, baggage, instruments or duration may result in a revised price or a new quotation.

If the Client requests a material change after the Service has started, PAORA may accept it at the rate stated in the quotation or at a reasonable additional price. If a change cannot safely or lawfully be performed, PAORA may continue with the confirmed itinerary or end the affected Service.

9. CANCELLATION AND NO-SHOW

A cancellation must be communicated in writing. All costs already incurred or committed by PAORA and identified as non-refundable remain payable. The quotation may contain additional cancellation charges based on the notice given, reserved time, journey type, accommodation, third-party costs or other commitments; those specific conditions form part of the Booking.

A Client or Passenger is considered a no-show when they fail to appear at the agreed location within the included waiting time and cannot be contacted using the details provided. PAORA may treat a no-show as a late cancellation. No refund is due for Services that could not be performed because the Client or Passenger was absent, unreachable, unprepared or lacked required travel documents.

10. WAITING TIME, DELAYS AND JOURNEY TIMING

The waiting time included in the price is stated in the quotation. Additional waiting is subject to driver and vehicle availability and is charged at the rate stated in the quotation. The Client must select a pickup time that reasonably accounts for check-in, venue access, security, traffic and other foreseeable requirements.

Travel times and arrival estimates are not guaranteed. Traffic, congestion, accidents, weather, road closures, border controls, official restrictions and third-party delays may affect performance. PAORA will use reasonable efforts to limit disruption but is not responsible for missed flights, trains, concerts, appointments or connections where the delay is outside PAORA's reasonable control.



11. PASSENGER CONDUCT AND VEHICLE RULES

Smoking and vaping are prohibited in all vehicles. Illegal drugs, illegal activity and requests to transport unlawful or undeclared items are prohibited. Seat belts must be worn where provided, and children must use a legally compliant restraint supplied or requested in advance.

Passengers must behave respectfully and must not distract the driver, threaten safety, damage the vehicle or create an unreasonable nuisance. PAORA or the driver may refuse or stop a Service immediately if conduct is dangerous, aggressive, abusive, illegal or materially disruptive. No refund is due for the unused portion where termination results from serious misconduct.

The Client is responsible for damage and exceptional cleaning caused by the Client, Passengers or their property. This may include repair, specialist cleaning, loss of use and related reasonable costs.

12. LUGGAGE, INSTRUMENTS AND EQUIPMENT

All property must be disclosed accurately before confirmation and must be packed in suitable protective cases. PAORA may refuse any item that is unsafe, illegal, inadequately packed, excessively heavy, incompatible with the vehicle, or not described in the Booking.

Passengers remain responsible for personal belongings and must check that nothing is left behind. PAORA does not accept cash, jewellery, confidential documents, fragile collectibles or other unusually valuable property for unattended carriage unless expressly agreed in writing. Normal handling can involve vibration and movement; delicate instruments and electronics must be appropriately protected.

Unless PAORA has expressly accepted custody, the Client or owner remains responsible for loading, unloading, counting and supervising property. Any visible loss or damage should be reported before the end of the Service and documented immediately.

13. INSTRUMENT STORAGE IN SWITZERLAND

Instrument storage is available only at an approved location in Switzerland and is subject to space, suitability and written confirmation. The minimum storage term is one month. Monthly storage is charged at the fixed amount stated in the quotation and may renew for further monthly periods as agreed.

Stored Items are kept in a location monitored by video surveillance. Video monitoring is a security measure and does not replace the Client's insurance. The Client must disclose any special requirements relating to temperature, humidity, fragility, batteries, hazardous materials or handling. Unless expressly agreed, PAORA does not provide museum-grade, climate-controlled or specialist conservation storage.

PAORA may refuse items that are unsafe, unlawful, contaminated, perishable, inadequately packed or unsuitable for the facility. Access to Stored Items is by prior arrangement only. Storage charges continue until all Stored Items are collected or returned and all amounts are paid.

14. COLLECTION, DELIVERY AND RETURN OF STORED INSTRUMENTS

The storage service may include collection of instruments, delivery to concert venues in Switzerland, and return to storage after the concert, where expressly included in the quotation. Each collection, delivery or return is charged separately according to distance, travel time, timing, access conditions, notice and operational requirements.

A delivery request should be made at least 48 hours in advance. Requests made with less than 48 hours' notice are subject to availability and an emergency surcharge of CHF 200, in addition to the normal delivery charge. Payment of the surcharge does not guarantee availability.

The Client must provide an authorised contact person, exact venue access instructions and a suitable handover window. Unless otherwise agreed, PAORA may require a signed handover receipt. Failed or delayed handover caused by the Client, venue or recipient may result in waiting, redelivery or return charges.



15. INSURANCE AND CONDITION REPORTS

The Client must maintain adequate insurance covering every instrument and item during transport, storage, collection, delivery and venue use. Before storage, the Client must declare each instrument and its value. The declaration is for identification and risk assessment and does not by itself create an agreed replacement value or insurance cover.

A condition report will be completed for valuable instruments and must include mandatory photographs, the declared value of each instrument and the Client's signature. Pre-existing marks, wear and visible damage should be recorded. The Client must disclose hidden defects or special vulnerabilities known to it.

Additional insurance arranged through PAORA may be requested. It applies only if PAORA confirms the cover in writing, the insurer accepts the risk and any additional premium is paid. The insurer's policy terms, exclusions, deductibles and claim procedure will apply.

16. LIABILITY

PAORA will perform the Services with reasonable care. For direct and proven physical damage to an instrument or other property attributable to PAORA while the item is under PAORA's accepted responsibility, PAORA will process the matter using the signed condition report, photographs, evidence of causation and declared value. Compensation is subject to applicable law, available insurance, proof of actual loss and any agreed or lawful limitation.

PAORA is not responsible for ordinary wear, cosmetic deterioration consistent with handling, pre-existing damage, hidden defects, inherent vice, inadequate packaging, inaccurate description or valuation, unauthorised access by the Client or third parties, or damage occurring before acceptance or after handover. PAORA is not liable for indirect or consequential loss, loss of profit, loss of opportunity, missed performance, reputational damage or loss arising from unavailable instruments, except where such exclusion is prohibited by mandatory law.

Nothing in these Terms excludes liability that cannot lawfully be excluded, including liability for wilful misconduct or gross negligence where applicable. The Client must take reasonable steps to prevent and reduce loss.

17. FORCE MAJEURE

PAORA is not liable for failure, interruption or delay caused by circumstances beyond its reasonable control, including severe weather, natural disaster, accident, road closure, traffic disruption, strike, civil disturbance, epidemic, border restriction, governmental action, failure of public infrastructure, fuel shortage, venue restriction or unexpected vehicle breakdown despite reasonable maintenance.

PAORA may suspend, adapt, reroute or cancel the affected Service and will communicate reasonably when possible. Amounts corresponding to Services already performed and non-refundable costs already incurred remain due.

18. SUBCONTRACTORS AND THIRD PARTIES

PAORA may use qualified drivers, transport partners, storage providers or other subcontractors where reasonably required. They may perform all or part of the Service under applicable law and operational requirements. PAORA remains the Client's commercial point of contact unless otherwise stated.

Airlines, rail operators, venues, hotels, border authorities and other independent third parties are not controlled by PAORA. Their acts, omissions, schedules, rules and charges remain their responsibility.



19. DATA PROTECTION

PAORA processes personal data needed to answer requests, issue quotations, manage Bookings, perform Services, handle payments, maintain security and comply with legal obligations. This may include identity and contact details, journey information, communications, passenger requirements and security records.

Information may be shared with drivers, operational partners, payment providers, insurers or authorities only where reasonably necessary or legally required. PAORA will take appropriate measures to protect personal data and retain it only as long as required for operational, contractual, accounting, security or legal purposes. Video-surveillance data is handled for security and incident review in accordance with applicable law.

20. COMPLAINTS AND CLAIMS

Questions or complaints should be sent to PAORA promptly with the Booking reference and relevant evidence. Visible loss or damage should be reported at handover or immediately after the Service. Other claims should be notified as soon as reasonably possible so that PAORA can investigate and preserve evidence.

The Client must provide photographs, condition reports, invoices, proof of ownership or value, and any other reasonably requested information. Nothing in this Section shortens a mandatory statutory limitation period.

21. GENERAL LEGAL PROVISIONS

The quotation, booking confirmation and these Terms constitute the agreement for the relevant Booking. If any provision is invalid or unenforceable, the remaining provisions remain effective and the invalid provision will be replaced, to the extent permitted, by a valid provision closest to its commercial purpose.

A failure or delay in enforcing a right is not a waiver. The Client may not transfer a Booking or its rights without PAORA's written consent. Headings are for convenience only. Electronic communications and electronic acceptance may be used as evidence of agreement.

PAORA may update these Terms for future Bookings. The version applicable to a Booking is the version supplied or made available when that Booking is confirmed, unless a later version is expressly accepted.

22. GOVERNING LAW, JURISDICTION AND CONTACT

These Terms and each Booking are governed by Swiss law, excluding conflict-of-law rules. Subject to any mandatory consumer or other jurisdiction, the courts of Basel, Switzerland have exclusive jurisdiction.

PAORA
Private Transport & Artist Mobility
Basel, Switzerland
Website: paora.ch

For clarity, these Terms are drafted in English. Any courtesy translation is for convenience; in case of inconsistency, the English version prevails unless mandatory law requires otherwise.

**YOUR JOURNEY.
OUR PRIORITY.**

These Terms should be retained with the accepted quotation and booking confirmation.