

SKP AIRPORTS TAXI – TERMS & CONDITIONS

Last updated: 21.11.2025

1. Introduction

Welcome to **SKP Airports Taxi** (“we”, “us”, “our”). These Terms & Conditions govern your use of the website **skpairports-taxi.com.mk** and all taxi/transfer booking services we provide (“Service”). By booking or using our Service, you agree to these Terms.

2. Definitions

- **Customer / Passenger / You** – the person booking or using the Service.
- **Service** – transportation, airport taxi transfers, and rides provided by us.
- **Booking** – a confirmed reservation made through the Website, phone, or messaging platforms.
- **Driver** – a licensed professional assigned to your trip.

3. Booking Requirements

3.1 You must provide accurate details when booking, including pickup time, location, passenger count, and flight details (if applicable).

3.2 We are not responsible for delays or missed connections caused by incorrect customer-provided information.

3.3 A booking is confirmed once a confirmation message is sent via email, SMS, WhatsApp, or similar.

4. Pricing & Payment

4.1 Prices are provided at the time of booking. 4.2 Accepted payment methods:

- Cash paid directly to the driver
 - Online payment (if offered)
- 4.3 Extra charges may apply if:
- Additional stops are requested
 - Luggage exceeds what was declared
 - The destination changes

5. Guaranteed Vehicle Availability & Arrival Policy

5.1 SKP Airports Taxi guarantees **continuous vehicle availability** in the designated pickup area.

5.2 Regardless of your arrival time—early, delayed, or late—a **car will always be available** for your trip.

5.3 Upon arrival, you may approach **the first available SKP Airports Taxi vehicle**, and you will be immediately accommodated.

5.4 Because a driver and vehicle are reserved and waiting for you, **the passenger must pay for the ride regardless of actual arrival time.**

5.5 If you have difficulty locating our vehicle, you must contact us immediately so we can guide you.

6. Cancellations & No-Shows

6.1 You may cancel a booking by contacting us directly.

6.2 Suggested cancellation schedule (customizable):

- More than 24 hours before pickup – free
- 12–24 hours before pickup – 50% fare
- Less than 12 hours or no-show – full fare

6.3 A **no-show** occurs when the passenger is not at the pickup point within **20 minutes** of the scheduled time and cannot be reached.

7. Luggage & Special Requests

7.1 Your luggage must fit safely in the selected vehicle type.

7.2 Oversized or special luggage must be declared in advance.

7.3 Requests for child seats or special equipment must be made during booking and depend on availability.

8. Forgotten / Lost Items

8.1 SKP Airports Taxi is not responsible for items left in vehicles.

8.2 If an item is found in the car:

- It will be safely stored by the driver or dispatcher.
- You must contact us to confirm and claim your item.
- Return of the item requires **arranging a drop-off** at a mutually convenient time and location.

9. Passenger Conduct

9.1 Passengers must behave respectfully and follow safety instructions.

9.2 We may refuse service or end a trip if a passenger is violent, intoxicated, or a safety risk.

9.3 Damage to the vehicle caused by the passenger will be charged accordingly.

10. Liability

10.1 We are not responsible for delays caused by:

- Traffic, weather, accidents
- Flight schedule changes
- Road closures
- Incorrect customer information

10.2 We are liable only as required by **North Macedonian transport and insurance regulations**.

10.3 We are not responsible for indirect or consequential losses (e.g., missed flights or hotel costs).

11. Force Majeure

We are not liable for service interruptions caused by events beyond our control, including natural disasters, extreme weather, strikes, government restrictions, etc.

12. Changes to Terms

We may update these Terms at any time. Updated versions will be posted on the Website.

13. Governing Law

These Terms are governed by the **laws of the Republic of North Macedonia**. Disputes shall be resolved by the competent courts of **Skopje**.