

General Terms and Conditions of Service – Beach Shuttle

1. Purpose of the service

The Beach Shuttle service consists of transporting passengers to and from the beaches indicated at the pick-up points and at the times established by Pugliandgo.com By Pugliandgo By Il Mondo Srl, with registered office in Via Bastioni San Giorgio 44-46, in. The service may be provided using the company's own vehicles or those of third parties appointed by the company.

2. Reservations

Reservations can be made online, via app, by phone, or at authorized points. Confirmation of the reservation is subject to seat availability. Reservations can be changed or canceled up to 3 hours before the scheduled departure time, unless otherwise indicated.

3. Fares and payments

The current fares are listed on the official website or at information points. Payments can be made online, by card, or in cash (if applicable). In case of no-show, the fare will not be refundable except for reasons attributable to the operator.

4. Timetables and stops

Timetables and stops are those officially published or communicated at the time of booking. Il Mondo Srl reserves the right to change timetables or stops for operational reasons, traffic, or force majeure, informing users as soon as possible where feasible.

5. Liability

The operator guarantees the transport of passengers in accordance with current safety and traffic regulations. It accepts no responsibility for delays due to traffic, weather conditions, or other events not directly attributable to the operator. It is forbidden to transport dangerous or bulky materials without authorization.

6. Passenger behavior

Passengers must follow the instructions of the staff and behave respectfully. The operator may refuse transport to anyone who behaves inappropriately or compromises safety.

7. Luggage and personal belongings

Passengers are allowed to bring one piece of small luggage with them. The operator is not responsible for loss of or damage to personal belongings that have not been officially handed over to staff.

8. Animals

Small pets are allowed to travel only if they can be transported safely and in accordance with current regulations. Passengers are responsible for the behavior of their pets.

9. Complaints and reports

Any complaints or reports must be submitted in writing within [X days] of the service, to the email address: info@pugliandgo.com

10. Jurisdiction

Any dispute arising from the interpretation or execution of this contract shall be settled by the Court of Brindisi.