

General terms and conditions

Preamble

The present General Terms and Conditions (hereinafter referred to as GTC) regulate the use of the booking portal Transfer to City on <http://www.ttc-vie-com> between CC Taxicenter GmbH (hereinafter referred to as "CC"), Pfarrgasse 54, 1230 Vienna and the user of the booking portal.

After successful registration and confirmation of the GTC, the user has the right to use the services offered on the booking portal. By accepting the contract, the user accepts the present GTC and confirms the accuracy of the data provided by him.

1. Object of the Contract

Booking Portal – Transfer to City

- 1.1. CC provides the booking portal to the User free of charge. The application enables the User to book cab orders in advance.
- 1.2. The user concludes an intermediary contract with CC for the mediation of the cab service. It is stipulated that the transportation contract is concluded exclusively between the affiliated cab company and the user.
- 1.3. We would like to point out that our service is a free service and therefore the provisions according to §§ 918ff ABGB do not apply. The availability of cabs can not be guaranteed at any time and depends on the current state of the fleet.
- 1.4. Therefore, CC cannot assume any liability for delay or damages or consequential or incidental damages. CC is not liable for slightly negligent behavior.
- 1.5. The calculation of the fare is based on the price set on the homepage above. CC reserves the right to adjust the prices at any time.

2. Contract duration and termination

- 2.1. The contract is concluded upon receipt of the booking confirmation to the user.
- 2.2. Settlement of the trip will be made via the payment options offered in the booking portal. Please note the rules mentioned regarding the number of pieces of luggage.

3. Duties of care

- 3.1. The User undertakes to provide truthful data. The User shall refrain from any actions that may lead to impairment or overloading of the booking portal.
- 3.2. The user undertakes to take all reasonable precautions to protect the access data from unauthorized access by third parties. The user is prohibited from disclosing the access data to third parties.
- 3.3. The Customer undertakes to notify CC immediately upon knowledge of loss or theft or suspicion of misuse to the email address: office@ttc-vie.com.

4. Data Protection

- 4.1. Personal data is any information on the basis of which a person can be directly or indirectly identified, e.g. name, home address, e-mail address, date of birth, occupation, bank account details, etc..
- 4.2. In case of registration in the booking portal, CC collects and processes the personal data provided by the customer and uses them for the purpose of contract execution for the duration of the registration.
- 4.3. The customer may at any time from his rights contained in the DSGVO, DSG stored personal data. For more details, see the privacy policy.

4. Rights and obligations

- 5.1. The user is obliged to ensure sufficient coverage of the bank account when making payments by direct debit. If the bank account does not have sufficient coverage when CC attempts to debit the account, the user shall be liable for the costs arising from the insufficient coverage (in particular those of the return debit note).
- 5.2. CC assumes no liability for the processing of cashless payments, in particular for credit card charges or payment processing. In the event of incorrect or erroneous bookings or disruptions in the payment process, the User must contact the payment service provider directly.
- 5.3. If the user culpably violates his duties of care with regard to the protection and safekeeping of his access data or if he passes the data on to third parties, CC reserves the right to assert the resulting damage against the user.
- 5.4. A guarantee for an uninterrupted availability of the booking portal cannot be granted. However, CC strives for a high reliability of the system.

- 5.5. In case of delay of the passengers at the pick-up address (not airport!), the waiting time shall not exceed 30 minutes at the discretion of CC. After the first 15 minutes, CC is entitled to charge the user a waiting fee of EUR 11.70 for cars and EUR 16.00 for minibuses including VAT for each additional 15 minutes.
- 5.6. In case of pick-up at the airport, the waiting time at the discretion of CC is 30 minutes from the landing of the aircraft. In case of changes in the flight schedule (date, time, flight number), the User is obliged to notify CC thereof.
- 5.7. After the end of the service, luggage and other items must be checked for completeness and damage. Loss and damage of luggage and items must be reported immediately and in the presence of the cab operator.
- 5.8. In case of contamination, damage and/or destruction of CC's resources by passengers, the Client is not liable for the passengers and/or luggage transported in connection with his order. Claims shall be made directly against the respective cab operator.
- 5.9. Cancellations received by CC more than 4 hours before the ordered time will be cancelled free of charge. If the cancellation is received by CC within the 4 hours to the ordered time, the cancellation fee is 100% of the contract value. In any case, the cancellation fee is 100% of the fare if the vehicle is already on its way to the ordered pick-up address.
- 5.10. Claims for compensation of damages must in any case be asserted in court within one year from the date of performance at the latest in the event of any other loss.

6. Supplementary provision

- 6.1. These GTC shall be governed exclusively by the laws of the Republic of Austria to the exclusion of the UN Convention on Contracts for the International Sale of Goods.
- 6.2. The place of jurisdiction for all legal disputes arising from or in connection with the GTC shall be Vienna.
- 6.3. All amendments and supplements to these GTC must be made in writing.
- 6.4. If any provision of this contract is or becomes invalid, the validity of the remaining provisions shall not be affected. The invalid provision shall be replaced by a valid provision.
- 6.5. CC reserves the right to change, improve or temporarily suspend the booking portal in a manner reasonable for the User or to no longer offer the services provided. The User shall not be entitled to any claims for permanent or uninterrupted availability of the application. CC has no

influence on the actual availability of the arranged cabs and cannot assume any liability for this.

Vienna, March 2026