

### Transfer to the Airport

1. The exact pick up time will be arranged with you one day before your transfer between 05.00 pm and 08:00 pm by telephone
2. At the agreed pick up time, please remain in the proximity of the telephone, which number you indicated on your reservation form as contact number.
3. If our vehicle should be late more than 15 minutes, we ask for immediate telephone consultation. In case of a delay of more than 45 minutes we bear the costs of a transfer of your choice.

### Transfer from the Airport

1. The pick up time solely depends on the arrival time of the flight indicated at reservation.

#### 2. Meeting points:

Arrival in	Meeting Point	Located
Frankfurt/Main (FRA) - Terminal 1	„MEETING POINT“	Hall B1 (arrival hall)
Frankfurt/Main (FRA) - Terminal 2	„MEETING POINT“	Hall E
Stuttgart (STR) - Terminal 1+2	„MEETING POINT A“	Terminal 1 arrival hall
Stuttgart (STR) - Terminal 3	„MEETING POINT B“	Terminal 3 arrival hall
Frankfurt-Hahn (HHN)	Exit after the baggage claim	
Baden-Airpark (FKB)	Exit after the baggage claim	

3. Our driver is waiting for you 30 minutes after your actual landing at the designated MEETINGPOINT of the respective airport terminal with a sign bearing your name or the **hls-airportshuttle**-logo. If after a 60 minute waiting period, or 15 minutes after the baggage belt of the flight has stopped, the passenger or the client has not contacted **hls**, the driver starts the return trip without the respective passengers. The service of **hls** is considered as completed then and the full price of transportation is due. If unexpected delays should develop (customs clearance, luggage loss etc.) after your arrival, please call us immediately.
4. Remain at the MEETINGPOINT of your terminal at any time.
5. Exceptional circumstances (e.g. strikes, disasters or extremely bad weather) might lead to waiting periods.

### Luggage

Please indicate number and size of your luggage on your reservation.  
Bulky goods or luggage items not indicated during the reservation, going beyond the regular luggage volume, will only be carried upon agreement of **hls** or the driver.

### Children

Please indicate on your reservation in any case whether you need a child seat. Two seats for children from the age of 3 to 12 years can be provided by us.

### General Information

1. A change of reservation or a rearrangement of a reservation confirmed by **hls** is not possible. However, you can cancel your reservation free of charge up to 24 hours in advance and make a new reservation.
2. Our general terms of service apply.

Version of January 1st, 2007

hls-heidelberg limousinenservice  
Karlsruher Str. 45  
D-69126 Heidelberg  
Germany  
Tel. 0049 6221 - 38 93 999  
Fax 0049 6221 - 38 93 998

mail@hls-online.com  
[www.hls-online.com](http://www.hls-online.com)