

JOURNEY OF TAXI RESERVATION

📞 0900 - 06 99

Taxi reservation

Reserve a taxi ride, cancel a taxi ride, report a delay, enquiry about a booking




-  Monday to Thursday: between 6.00 AM - 12.00 midnight
- Friday and Saturday: between 6.00 AM - 2.00 AM
- Sundays and public holidays: between 7.00 AM - 2.00 AM
-  E-mail: ritreservering@omnibuzz.nl
-  **Please note:** if you would like to book an international taxi ride, call 📞 +31 46 - 45 74 777.
The opening times for a reservation are also the actual times in which you can travel.

CUSTOMER SERVICE AND CENTRAL COMPLAINTS OFFICE

📞 0900 - 331 0550




Customer service

Administration, ticket issuing, information, questions, changes, customer satisfaction

-  Monday - Friday: 9.00 AM - 5.00 PM
-  E-mail: info@omnibuzz.nl
-  Postbus 99, 6160 AB Geleen, The Netherlands

Central Complaints Office

Submission of complaints, monitoring the successful handling of complaints

-  Monday - Friday: 9.00 AM - 5.00 PM
-  E-mail: klachten@omnibuzz.nl
-  Postbus 99, 6160 AB Geleen, The Netherlands




TRANSPORT RULES



Reserving journeys of a taxi ride

| Type of taxi ride | Reservation method | Timing |
|--------------------|--------------------|---|
| Regular | Telephone | At least one hour in advance |
| Regular | Website | At least two hours in advance |
| Arrival guarantee | Telephone | At least two hours in advance |
| Regular routes | Telephone | Not applicable |
| Hospital taxi rank | Telephone | You will be collected and brought home within 30 minutes of reservation |
| Other taxi ranks | Telephone | You will be collected and brought home within 60 minutes of reservation |

Travel and collection times

-  Travel time: Direct travel time plus a maximum of thirty minutes' detour time
-  Pick up time: The transport provider will pick you up between fifteen minutes before or after the agreed time.
-  **Please note:** Each taxi ride must begin or end in Limburg



Who/What can accompany you on your taxi ride?

| Who/What | Permitted | Cost | Conditions |
|--|-----------|---------------|------------------------------------|
| Chaperone (Argonaut) | ✔ | Free | If registered with Omnibuzz |
| Chaperone (Voor Elkaar Pas - Arriva) | ✔ | Separate cost | Travel only free in OV from Arriva |
| Travel companion | ✔ | Separate cost | - |
| Children under the age of four | ✔ | Free | Max. Three children |
| Assistance dogs | ✔ | Free | If registered with Omnibuzz |
| Pets | ✘ | - | - |
| Aids, walking stick, wheeled walker, wheelchair, or mobility scooter | ✔ | Free | If registered with Omnibuzz |
| Luggage | ✔ | Free | Max. (size) two shopping bags |