

## 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	✔	Free	If registered with Omnibuzz
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