At the Train Station the driver will wait for you **until your train has arrived** and, from that moment, **for further 15 min.** (grace period).

If you realize that you will not be able to meet him within the terms above, please call your driver (if you have previously requested/received his direct telephone number) or our emergency number **+39(0)415950673 ext. 3** . If possible, the driver will be waiting further (additional charges may apply); otherwise he'll agree with you to postpone your pickup, involving in the service the first available driver (if any).

If the above terms have expired and you have not yet shown up and not yet called to notify us of the delay, the driver will try to contact you on your mobile (it is your responsibility to provide a mobile number at the time of booking and keep it switched on as the agreed pick-up time is approaching)

However, if within the above deadline you have not yet shown up, have not yet called and have not answered the phone, the driver will be entitled to leave (NO-SHOW).

VERY IMPORTANT: If you are arriving with a train other than the one communicated at the time of booking, for example due to a missed connection, **you are required to notify our Booking Office before the scheduled arrival time of the original train**, so that the transfer can be appropriately reprogrammed. Otherwise, the service will be considered as a **NO-SHOW** and no further service will be arranged unless a further booking/payment is made. If the service is rescheduled for a different day than the original one, it is subject to double payment in any case.

Once you get off the train, follow the signs for the main exit of the station (**"Uscita P.le Favretti"**) . The Driver will be waiting for you holding a sign with your name printed on it **at the Bookshop "GIUNTI Al Punto"** which is located at the corner with the main exit of the Station, right in front of the stairs to/from the platforms you come from. Be sure to get off the train at the right station (the penultimate one and NOT the last one, which is Venezia-Santa Lucia, on the water-side of Venice!). In any case, if you can't find him please do NOT leave the Station and do NOT take another taxi: just call your Driver (if you have previously requested/received his direct telephone number) or our emergency number: **+39(0)415950673 ext. 3**