



Frequently Asked Questions & Answers

VIP & Group Transportation – Europe
BG Private Tours LLC
Florida Seller of Travel. Reg. No. ST45022

GENERAL INFORMATION

What is so special about BG Private Tours LLC?

- *Easy, worry-free Road Trips in Europe*
- *Modern fleet, luxury vehicles. Professionally trained drivers*
- *Transparent, all-inclusive pricing with no hidden fees*
- *Safe, reliable, top-rated transportation services*
- *Ultimate flexibility & freedom for your travel itinerary*

Where do you provide Transportation Services?

BG Private Tours LLC provides pick up and drop off for service up to 500km from Ljubljana, Slovenia. Major cities for pick up/drop off include: Bratislava, Budapest, Dubrovnik, Florence, Ljubljana, Milan, Munich, Passau, Regensburg, Salzburg, Trieste, Venice, Vienna, Zagreb and more. Pick up/drop off from other cities in Europe are possible upon request, an additional fee might apply.

What vehicles does BG Private Tours offer?

All our Mercedes Benz or Volkswagen Vans are well-equipped with multi-zone climate control, latest technology & safety systems as well as high-quality interior trims. Vehicles are extra clean, well maintained and on average not older than 2-3 years.

<i>Volkswagen Multivan</i>	<i>6 Passengers & Driver</i>	<i>4 suitcases & hand luggage</i>
<i>Mercedes Benz V-Class</i>	<i>7 Passengers & Driver</i>	<i>5 suitcases & hand luggage</i>
<i>Mercedes Benz Sprinter</i>	<i>8 Passengers & Driver</i>	<i>8 suitcases & hand luggage</i>

For bigger groups we can provide luxurious Minibuses (9 to 25 passengers) or our top-of-the-line Mercedes Benz Motorcoach.

Does BG Private Tours LLC provide the transportation services?

No. BG Private Tours LLC is a subsidiary of Borger Gremo, d.o.o. All high-quality transportation services are provided by Borger Gremo, d.o.o. - a leading, licensed transportation company servicing customers for 30+ years with an impressive 4.9-star Google rating and a fleet of over 150 company-owned vehicles operated out of their modern, state-of-the-art facility in Ljubljana, Slovenia.

Can my driver take me anywhere I want?

Yes, they can. During your trip, you enjoy freedom to travel to any destinations within Europe as you choose. We do request a preliminary itinerary in advance so your driver can better prepare for your trip. Please keep in mind, your driver is available for a max. of 12 hours on duty per day.

Will my driver tell us about sights along the way?

Although happy to assist if possible, our drivers do not provide tour guide services.

Are your drivers trained and professional?

All our drivers are background checked. Many of our professional drivers have years of experience and have completed Driver's Academy, an extensive training program covering safe-driving practice, vehicle maintenance, customer service, communication skills, etiquette and more.

What languages do your drivers speak?

All our professional drivers, help desk and staff speak English and Slovenian fluently. Should you require assistance in any other languages, please let us know in advance/at the time of booking.

What if I'm traveling with children?

Child/infant seats are available and can be provided free of charge. Please advise number of children, age of children and if child seats are requested at the time of booking. All children and infants count as one person towards the occupancy of the vehicle, regardless of age. Local and national laws require that children/infants are using child restraint devices.

Customers making a booking must be at least 18 years or older. Minors under the age of 18 are not allowed to travel with us without a responsible adult passenger in their company.

How does BG Private Tours contribute to sustainable travel options?

BG Private Tours / Borger Gremo, d.o.o. is a leading provider of environmentally friendly, sustainable transportation with one of Slovenia's largest fleets of fully electric Vans. We built our own solar power plant and electric vehicle charging stations for our carbon-neutral vehicles used every day in local transportation. Sustainable operation is a top priority of our business.

How and when can I contact BG Private Tours LLC?

You can reach our US customer service team Monday to Friday, 9.00am to 5.00pm EST.

Please leave a message/send a text/send an email outside of our office hours.

Tel. (754) 314 0987

info@BGPrivateTours.com

BOOKING

How can I book a vehicle?

You can send your booking request directly through our website www.BGPrivateTours.com or through your preferred travel planner/travel agent or tour operator. 1) Fill in the form on our website or send an email to info@BGPrivateTours.com 2) We will email you a confirmation by email within 24 hours. 3) Send your payment 4) Reconfirm your pick up location and time. 5) we send you name and contact info of your driver 24hrs prior to arrival. 5) Meet your driver at pick-up location and enjoy your trip!

What vehicles can I book?

Volkswagen Multivan

6 Passengers & Driver

4 suitcases & hand luggage

Mercedes Benz V-Class

7 Passengers & Driver

5 suitcases & hand luggage

Mercedes Benz Sprinter

8 Passengers & Driver

8 suitcases & hand luggage

For bigger groups we can provide luxurious Minibuses (9 to 25 passengers) or our top-of-the-line Mercedes Benz Motorcoach (30 passengers).

Is it possible to book a vehicle for a person with disability?

If you require special assistance or a specialty vehicle, please contact our service team at info@BGPrivateTours.com and we will do everything possible to make your trip enjoyable.

How can I pay for my trip?

Due at time of trip confirmation

30% deposit of entire trip cost

Due 10 days prior to service date

70% of trip cost / full payment

BG Private Tours LLC accepts Visa, Mastercard, American Express, Wire Transfer, Zelle Transfer or Check (mailed to our office in a timely manner). Payment details and banking information will be stated on your invoice. Payments are due in US Dollars. Possible banking fees and wire fees are to be paid by the customer/tour-operator.

What is your cancellation policy?

Up to 10 days prior to service date

no cancellation fee

09 to 03 days prior to service date

50% cancellation fee

02 days or less prior to service date

100% cancellation fee

No Show

100% fee

Cancellations and Booking modifications must be sent by e-mail / in writing to: info@BGPrivateTours.com Travel Date changes are possible up to 10 days prior to service date at no charge, after that regular cancellation fees apply. Rebookings are subject to availability. Deposit is fully refundable if cancelled by written notice up to 10 days prior to service date.

What is included in the order price?

All prices are quoted in US Dollars. Daily rates are for a 24 hour period from time of pick up

Included is: Modern Luxury Van Rental. Professional, trained, English-speaking Driver. 300km / 500 km per day as selected. Gasoline. Vehicle Insurance. Tolls, City Taxes, Parking Fees. Driver's Accomodation and Meals. Pick up/Drop off up to 500km from Ljubljana/Slovenia.

What is not included in the order price?

Drivers Tips are appreciated but are at your discretion.

What information do I need to book?

- *Requested Vehicle Category*
- *Pick up date, expected time & location*
- *Name of person booking/traveling*
- *Total number of adults*
- *Total number & age of children*
- *Any pets? Any special needs?*
- *Approximate itinerary*
- *Your contact information in the US and during your trip*

What is a "day" when you book a service?

Daily rates are for a 24 hour period from time of pick up.

For how many days can I book a BG Private Tours service?

You can book a service for 1 day or longer.

How far in advance can I book a vehicle/service?

You can book your service months in advance and up to 7 days prior to arrival. We recommend booking as early as possible, especially for busy seasons such as May to October.

DURING THE TRIP

How can I contact my driver?

For your convenience, we will send you name and contact information of your driver. You can reach your driver through cell phone (international charges might apply), most of our drivers can also communicate through WhatsApp.

How can I meet my driver?

Your driver will meet you at the pick-up location arranged prior to your arrival. Should he not be there for any unforeseen circumstances, please contact him directly by phone/Whatsapp or contact our 24/7 customer service line at (+386) 14 283 000.

Can I take extra luggage or special luggage?

Please inform us in advance if you plan to bring extra luggage, oversized items or specialty luggage such as music- or sports equipment in advance. We can either recommend a larger vehicle that fits your needs better, book an additional trailer or an additional luggage van if needed. (Additional charges may apply.)

Can I smoke inside the vehicle?

Smoking is not allowed inside of our vehicles but please arrange with your driver for more frequent stops on your trip.

Can I change the route during my trip?

Sure you can. Flexibility is one of the big advantages when booking with BG Private Tours! Your driver will accommodate your wishes as best as possible. Please keep in mind that certain restrictions and rest times might apply due to local traffic laws and regulations.

Can I extend the time I have booked?

Yes, if you want to extend your trip, please let us know as early as possible and we will do our best to accommodate your request.

Can I bring my dog/pets in the vehicle?

Certified service animals and emotional support animals are allowed. All other pets are by request only. Please state any pets (type, weight, size) in your reservation request.

FOR TRAVEL PLANNERS AND TOUR OPERATORS

Can I earn commission as a travel agent or use an affiliate program?

Yes, we appreciate travel planners, travel advisors and tour operators. Please contact our customer service team before booking at info@BGPrivateTours.com

We have several groups or many guests every year, can we get a discount?

Please contact our customer service team before booking at info@BGPrivateTours.com to discuss a preferred partner agreement and how we can work together, establishing a great win-win business relationship.

What information does my customer receive?

Booking confirmations are only sent to the booking agent/agency. 2-3 days prior to service date, you will receive an email with information about the driver's name, driver's contact, pick up point and our 24/7 customer service help line. Upon arrival our driver will call your customers directly.