Agency Terms and Conditions

BLACKLANE
UPGRADE YOUR TRAVELS

1. General

1.1 The following Agency Terms and Conditions (hereinafter referred to as "**Agreement**") shall constitute the legally binding agreement by and between us, Blacklane GmbH, Feurigstr. 59, 10827 Berlin (hereinafter referred to as "**Blacklane**") and you (hereinafter referred to as "**Agency**"). You and Blacklane are hereinafter also referred to as a "Party" and together, the "Parties".

1.2 Agency and Blacklane enter into this Agreement to enable Agency to act as a disclosed agent for Blacklane for the provision of introductory and marketing services for ground transportation transfer services with professional drivers and to enable Blacklane's services to be made available through Agency's present and future booking systems, tools, platforms, channels and services via Global Distribution System (e.g. Amadeus Transfer Solution), GroundSpan and/or a similar platform and/or a dedicated Blacklane for Business Account ("B4B Account") (hereinafter collectively referred to as the "**Solution**") for reservations and bookings of Blacklane's Services by different types of customers (B2B and/or B2C) other than Blacklane's existing customers (hereinafter collectively, the "**Customers**").

1.3 Blacklane operates a global online platform and applications ("apps") for mobile devices to arrange for professional driver services for its customers (currently in over 50 countries). Blacklane itself does not, directly or through third-parties, provide any transportation services to its customers and, accordingly, Blacklane will not be providing such services to Customers or to Agency. Instead, Blacklane's service (and thus Blacklane's responsibility) is limited to the arranging of the transportation services, which are provided to Customers directly by professional transportation service providers ("**Providers**") carefully selected by Blacklane, all as set out in greater detail in Blacklane's general terms and conditions ("**General Terms and Conditions**"), which, in their then-current version, are available on Blacklane's website at https://www.blacklane.com/en/terms.

2. Operations

2.1 Blacklane shall offer to arrange and, upon booking by the Agency on behalf of a Customer, arrange for the provision by a Provider of automotive transportation services to Customers on the terms set forth in Blacklane's General Terms and Conditions and in this Agreement.

2.2 Blacklane shall require each Provider *(i)* to utilize an automobile that meets Blacklane's standards, carries all insurance, permits, registrations and licenses required by applicable law, regulation or ordinance for operating Provider's transportation services, and *(ii)* to ensure that the Provider's vehicles used for the services comply with all applicable safety requirements, including required inspections, winter or all-season tires when needed, functioning safety belts for passengers and any other safety requirements in accordance with the applicable laws and regulations.

2.3 Agency agrees that it will appropriately and accurately portray Blacklane's services on its platforms (if applicable). In particular, Agency will use appropriate language to make it clear to all Customers that Blacklane's factual and legal responsibility is limited to the arranging of, but does not include the provision of, the transportation services.

3. Services

Depending on the location, and subject to alteration, Blacklane offers to arrange for the Services in distinct booking classes, including but not limited to Business Class, Business Van/SUV and First Class. Blacklane arranges for two service types: Point-to-point transfer services and as-directed services by the hour. The services provided by Blacklane, as outlined in Sec. 2 and this Sec. 3 shall hereinafter collectively be referred to as the "**Services**".

4. Booking process

4.1 If and where required, Agency shall provide support and take all necessary steps on technical and operational level on its side to make sure that Blacklane be furnished via the Solution with all necessary booking details (date, time, pick-up and drop-off location, pax number, vehicle category, welcome board information, passenger name, passenger mobile, flight or train number if applicable, reference number if applicable), such booking details to be provided from and/or via the Solution to Blacklane as set forth in more detail in the section following herein below.

4.2 The Parties acknowledge and agree that all reservations/bookings by a Customer shall be subject to Blacklane's General Terms and Conditions which, for this purpose, shall be accepted by every Customer before completion of a booking and which, for the avoidance of doubt, Agency hereby accepts on behalf of any such Customer in relation to each booking that Agency places with Blacklane on behalf of the Customer.

4.3 The acceptance of a booking by Blacklane is non-cancellable by Blacklane, i.e. Blacklane must fulfill all accepted bookings in accordance with Blacklane's General Terms and Conditions in effect on the date of such booking, and in accordance with the terms of this Agreement. It is understood, however, that Blacklane is under no obligation to accept any booking request and that Blacklane has the unrestricted right, in its sole discretion, to reject for any or no reason any booking request.

5. Customer Care

Blacklane will provide customer support and fulfillment control to all Customers in a professional manner. Blacklane provides a first-rate, award-winning customer support via chat, e-mail, telephone and social media (Facebook, Twitter) in English language 24/7, 365 days a year.

6. Customer Data

If and where required, for purposes of professional management of the booking process and Customer support, as outlined herein above, Agency shall provide support and take all necessary steps on technical and operational level on its side to make sure that Blacklane be furnished via the Solution with the necessary Customer data, including but not limited to the salutation (Mr, Ms), first name, last name, e-mail and mobile phone number of each Customer.

7. Lead time, Cancellations, Waiting Time, Additional km and No-Shows

Regarding lead time, cancellations, waiting time, additional km and no-shows, Blacklane's distribution partner policy, attached to this Agreement as **Appendix 1**, shall apply, it being understood and agreed that Blacklane shall have the right to amend its partner policies from time to time, at its

own sole discretion, in which case Blacklane shall promptly inform Agency of any such change(s).

8. Rates and Prices

8.1 Blacklane will provide Agency with the Commissionable Rates applicable to Blacklane's Services offered to the Customers via Agency's platforms, channels and services under this Agreement.

8.2 The term "**Commissionable Rate**", as used herein and as set by Blacklane at its own sole and unfettered discretion under this Agreement, shall mean the maximum end price effectively payable by the Customers for using Blacklane's Services, inclusive of the Agency's Commission and/or any other type of remuneration payable to Agency, its parents, subsidiaries, affiliates and/or additional partners (if any).

8.3 Unless otherwise provided in this Agreement, the Commissionable Rates provided by Blacklane are all inclusive. Blacklane will perform the Services according to the Commissionable Rates without adding any extra fees, i.e. the original Commissionable Rates set by Blacklane shall include all possible road tolls, bridge tolls, airport tolls, parking fees, baggage fees, additional passenger fees, driver gratuity, fares, indirect taxes (if applicable) and any other similar charges.

8.4 Blacklane may at any time amend and change the Commissionable Rates for the Services (lowering as well as increasing) within reasonable range. Any Commissionable Rates for booked Services accepted by Blacklane before such change shall be carried out as originally agreed.

8.5 Blacklane may charge, at Blacklane's own sole discretion, additional fees for waiting time (in general the first 15 minutes are free; for airport pick-ups, 60 minutes are free of charge and include a meet & greet fee) and additional kilometers according to Blacklane's pricing scheme and Blacklane's Terms and Conditions (hereinafter collectively "**Additional Fees**").

8.6 Just for the avoidance of doubt, it is acknowledged and agreed that Agency shall have the sole and unfettered right to set the actual selling price, i.e. the end price effectively payable by the Customers for using Blacklane's Services (hereinafter the "**Actual Selling Price**"), PROVIDED THAT the Actual Selling Price does not exceed the Commissionable Rate.

9. Commission

9.1 Subject to Agency's receipt of Blacklane's written confirmation (e-mail sufficient) that Agency has been duly registered and set up in Blacklane's systems under the specific booking channel identifier that Agency submitted to Blacklane in the course of the registration process, Agency shall be entitled to receive a commission for all bookings generated under such pre-registered booking channel identifier following the above stated confirmation from Blacklane in the amount equivalent to

10% (ten percent)

of all Net Commissionable Rates resulting from all Revenue Generating Rides (tour) booked by the Agency via the Solution (the "**Commission**").

9.2 The term "**Net Commissionable Rates**", as used herein, shall be defined as the Commissionable Rates excluding any applicable indirect taxes such as VAT and/or sales taxes (if any).

9.3 The term "**Revenue Generating Rides**", as used hereinabove, shall be defined as each ride (tour), be it completed or not, PROVIDED HOWEVER that Customer is under contractual obligation to pay for such ride, be it in whole or in part, including all cases of no show or late cancellation by the Customer, subject to Blacklane's Terms and Conditions.

9.4 The Parties acknowledge and agree that any and all third party fees, charges, revenue participations, collection and/or del credere commissions etc. on Agency's side shall be covered by the Commission, and shall in any case be solely borne by Agency. Agency represents and warrants that its parents, subsidiaries, affiliates and partners shall not have and/or make any claim for remuneration against Blacklane, be it directly or indirectly. Agency shall indemnify and hold harmless Blacklane of any such claims asserted against Blacklane, its directors, officers, employees, successors or assigns.

9.5 Just for the avoidance of doubt, it is hereby understood and agreed that Blacklane shall be under no obligation whatsoever to pay any commission on the Additional Fees set forth above.

10. Customer Payment & Debt Collection

10.1 Agency shall be the merchant of record (MoR) *(i)* as far as its own credit card is used for payment via single invoice or *(ii)* when Agency applied for and Blacklane agreed on payment via collective invoice. Blacklane shall be MoR as far as Agency arranges payment via Customer`s credit card. Whoever the MoR is shall be fully and solely responsible for the payment process and debt collection in relation to the Customer.

10.2 Agency as an MoR agrees to charge the Customer on behalf of Blacklane without any additional service fees, markups and/or surcharges.

10.3 If applicable, MoR shall maintain a proper dunning process and, where required, send reminders, dunning letters and pre-collection letters at its own sole cost and expense.

10.4 MoR agrees to assume full liability for, and bear the commercial risk of, any credit card fraud, charge backs and any other shortfall and/or delay in payment (if any).

11. Settlement of Accounts between Agency and Blacklane

The Parties agree to invoice and pay the amounts owed to each other as follows:

11.1 Periodic Reports: Blacklane will send to Agency detailed reports on a per sales channel, per country/business district and per currency basis (EUR, GBP, USD) of all Revenue Generating Rides (as defined above) that occurred in the previous calendar month(s), including booking number, pickup date and time, pickup address, destination address, hourly book-ings, cancellations, Commissionable Rates, Net Commissionable Rates, Additional Fees (if any), and the Commission.

11.2 Payment Request

(a) Agency is MoR: In accordance with the Periodic Reports, Blacklane shall issue to Agency a Payment Request requesting payment of the Commissionable Rates for all Revenue Generating Rides in the previous calendar month(s), sorted and/or separated by currency (EUR, GBP, USD),

and Agency agrees to pay the Commissionable Rates to Blacklane in the same currency or currencies (as applicable), as stated in the relevant Payment Request within thirty (30) days of receipt of such request. Any such payment shall be made via money wire transfer to Blacklane's bank account stated in Blacklane's payment request, free of charge for Blacklane. Excluded from the aforementioned case is the case if Agency pays with its own credit card; in that case Blacklane will single invoice each booking respectively. Any bank charges and/or transaction fees (if any) shall be borne by Agency.

(b) Blacklane is MoR: No Payment Request or Single Invoice will be issued to Agency when Blacklane is MoR.

11.3 Payment of Commission: In accordance with the Periodic Reports and subject to full and timely receipt of the Commissionable Rates for all Revenue Generating Rides, Agency shall be entitled to receive the Commission. Blacklane will send Agency a self–billed invoice for Agency's book-keeping and accounting purposes, it being understood that in case VAT should be applicable to the Commission, such self-billed invoice shall be a valid VAT invoice enabling Agency to claim input tax deduction (pre-tax allowance) at the applicable tax office(s). The Commission applicable to each Revenue Generating Ride shall be calculated in the same currency (EUR/USD/GBP) that has been invoiced to the Customer. Just for the avoidance of doubt, Agency shall not be entitled to receive any Commission for Revenue Generating Rides booked under such booking channel identifiers which have not been previously submitted to, and registered by, Blacklane.

11.4 Late Payment: In the event of late payment, Blacklane shall be entitled to charge Agency interest at the rate of 9 (nine) percentage points above the base interest rate of the European Central Bank on any overdue amounts. Agency further agrees to pay Blacklane all reasonable costs and expenses of collection, including reasonable attorneys' fees (if any).

11.5 Notwithstanding the foregoing, the Parties agree that Blacklane shall be obligated to effectuate the payment of the owed Commission to the Agency only if and when the total amount of the Commission exceeds a minimum aggregated nominal value of 250 EUR/GBP/USD (in words: two hundred fifty; currency or currencies as applicable). Otherwise, the Commission will be credited and carried over to the subsequent month(s) and paid out later, as soon as one of the following Periodic Reports demonstrates that the agreed threshold amount of the aggregated Commission has been reached. This minimum threshold shall not apply if the Parties have mutually agreed on a different payment cycle for the Commission.

12. Brand Promotion

12.1 If and where required, Agency shall provide support and take all necessary steps on technical and operational level on its side to make sure that Blacklane can (i) portray, market and promote Blacklane's Services on Agency's platforms and/or via the Solution in the best possible manner and in close consultation with Agency and (ii) feature and promote Blacklane's name/brand/logo on Agency's platforms and/or via the Solution at any and all times before, during and after the booking process.

12.2 Agency hereby agrees to strictly refrain from brand bidding on the brand / key-word "Blacklane" in any kind of search engine marketing (SEM).

13. Limited License

For the term of this Agreement, each Party hereby grants the other Party and its affiliates a limited, non-exclusive, non-transferable, and non-sublicensable royalty-free and worldwide license to use the Party's trademarks for the purposes of this Agreement and to promote its company and services and to otherwise enable each Party to perform its obligations and exercise its rights under and in accordance with this Agreement, subject to the following:

(a) Agency may use Blacklane's trademarks only in the form provided by Blacklane and in compliance with Blacklane's brand guidelines, style guides or other quality control standards that Blacklane shall provide to Agency upon Agency's written request (email sufficient);

(b) Neither Party shall apply for, or obtain, registration of any trade or service mark which consists of, or comprises, or is confusingly similar to, the other Party's trademark;

(c) Any use of the trademark other than for the purposes of this Agreement, as set forth herein, shall be subject to a separate agreement by the Parties.

14. Press Release

14.1 Blacklane shall have the right to publish a press release and/or blog post announcing the Parties' cooperation pursuant to this Agreement (hereinafter the "Press Release"). In this case, the international master version of the Press Release shall be written in English language and drafted by Blacklane in mutual consultation with Agency prior to its release.

14.2 In addition to the English master version of the Press Release each Party may, at its own sole discretion cost and expense, publish a translation of the Press Release in other languages than English, it being understood and agreed, however, that (i) the Parties shall hire the services of a professional and reputable translation service for this purpose and (ii) such translation (if any) must not deviate in form, meaning or any other aspect whatsoever (except the language itself) from the English master version of the Press Release. The exact release dates and times of the Press Release shall be mutually agreed upon in writing (e-mail sufficient) by all Parties with sufficient time in advance.

15. Exclusivity

This agreement is non-exclusive. Agency has the right to cooperate with other ground transportation companies in the same way as with Blacklane under this Agreement, and vice versa, Blacklane has the right to supply its services to any third party, at its own sole discretion.

16. Term and Termination

16.1 Initial Term: The term of this Agreement shall commence at the date at which *(i)* both Parties are connected via the Solution and *(ii)* Blacklane confirms in writing (e-mail sufficient) that Agency has been duly registered and set up in Blacklane's systems (the "**Effective Date**") and continue for a minimum period of 1 (one) year (the "**Initial Term**").

16.2 Automatic Renewal: The Initial Term shall be automatically extended for successive additional one (1) year periods (the "**Additional Terms**"), unless, at least three (3) months prior to the end of the Initial Term or the then Additional Term, one Party has notified the other in writing that the Agreement shall expire at the end of the then current term ("**Notice of Non-Renewal"**).

16.3 Each Party's right to terminate this Agreement with immediate effect and for important cause (material breach) shall remain unaffected.

16.4 Each notice of termination and Notice of Non-Renewal must be served in writing to have legal effect.

17. Limitation of Liability

17.1 Neither party shall be liable to each other in contract, tort or otherwise, whatever the cause thereof, for any loss of profit, business or goodwill or any indirect, special, consequential, incidental or punitive cost, damages or expense of any kind howsoever arising under or in connection with this Agreement.

17.2 Without limiting the generality of the foregoing, Blacklane shall not be liable to Agency in contract, tort or otherwise, for losses incurred by Agency as a result of Customers suffering personal injury during transportation arranged by Blacklane.

18. Compliance

18.1 Agency represents, warrants and covenants that it will comply with all applicable laws and regulations including but not limited to all applicable local consumer protection and data protection laws.

18.2 In case Agency stores, transfers, processes or otherwise handles and/or participates in credit card transactions for or on behalf of Customers as part of the Parties' cooperation under this present Agreement, Agency hereby represents and warrants that it is fully compliant at all times with the Payment Card Industry Data Security Standard (PCI DSS) at the applicable level pursuant to the current PCI DSS regulations (depending on transaction volume). Agency agrees to provide Blacklane with proof of PCI DSS compliance pro-actively at least once per year. The representations, warranties and obligations of Agency herein above shall apply *mutatis mutandis* to Agency in case Agency uses the services of a payment service provider (PSP).

18.3 Agency shall indemnify and hold harmless Blacklane (including without limitation all Blacklane's affiliates) and any of their respective directors, officers, employees, agents, suppliers and service providers (each a "**Blacklane Indemnified Party**") from and against any and all claims, losses, liabilities, damages, fines, penalties, settlements, expenses, and costs (including attorneys' fees and court costs) incurred or suffered by a Blacklane Indemnified Party in connection with any third party claim, suit, demand, action, or investigation brought against a Blacklane Indemnified Party directly or indirectly arising out of or relating to Agency's breach (or a claim that, if true, would be a breach) of this section (Compliance).

19. Confidentiality and Nondisclosure

19.1 Each Party understands that the other Party has disclosed or may disclose Confidential Information, as defined below. For purposes of this Agreement, each Party will be considered a "Disclosing Party" with respect to information that it discloses and a "Recipient" with respect to information that it receives. Neither Party is willing to disclose any of its confidential and proprietary information to the other without the restrictions on disclosure contained in this Agreement.

19.2 The term "Confidential Information" shall mean all business or technical information of Disclosing Party, whether it is received, accessed or viewed by Recipient in writing, visually, electronically or orally. Confidential Information shall include technical information, marketing and business plans, specifications, formulations, tooling, prototypes, sketches, models, drawings, procurement requirements, engineering information, samples, computer software (source and object codes), forecasts, techniques, inventions, discoveries and trade secrets.

19.3 Notwithstanding the foregoing, any information disclosed by the Parties will be considered Confidential Information of Disclosing Party, only if such information (i) is conspicuously designated as "Confidential" or "Proprietary" or would reasonably be regarded as being of a confidential nature, or (ii) if provided orally or visually, is identified as confidential at the time of disclosure, or would reasonably be regarded as being of a confidential nature.

19.4 Recipient agrees to treat as confidential all Confidential Information obtained by it from the Disclosing Party and shall not disclose such Confidential Information to any third party, other than its group companies (parents, subsidiaries and affiliates), directors, officers, employees or other representatives sub-contractors or technical providers only on a "need-to-know" basis, i.e. who need to know the same for the proper performance of their duties, without the Disclosing Party's consent. Recipient agrees that it will use the same degree of care in protecting the confidentiality of Disclosing Party's Confidential Information that it uses to protect its own Confidential Information of like importance, but in no event less than reasonable care.

19.5 These provisions of confidentiality shall not apply if and to the extent that (i) the information communicated was already known to Recipient, without obligation to keep it confidential, at the time of its receipt from Disclosing Party; (ii) the information communicated was received from a third party lawfully in possession thereof and having no obligation to keep such information confidential; (iii) the information communicated was publicly known at the time of its receipt by Recipient or has become publicly known other than by a breach of this Agreement or other action by Recipient; or (iv) Recipient is or becomes required to disclose the Proprietary Information by operation of law or statute or court or regulatory body.

19.6 In the event that Recipient or its representatives receives a request to disclose all or any part of the Confidential Information under the terms of a valid and effective subpoena or order issued by a court of competent jurisdiction or by a governmental body, the Recipient agrees to (i) immediately notify Disclosing Party of the existence, terms and circumstances surrounding such a request, so that Disclosing Party may seek an appropriate protective order and/or waive Recipient's compliance with the provisions of this Agreement; and (ii) if disclosure of the Confidential Information is required in the opinion of Recipient's counsel, to the extent possible cooperate with Disclosing Party in obtaining reliable assurances that confidential treatment will be accorded to the disclosed Confidential Information.

19.7 Recipient agrees to (i) return to Disclosing Party or (upon written request by Disclosing Party) destroy the Proprietary

Information and all materials relating thereto, disclosed to Recipient by Disclosing Party without retaining any copies thereof and/or (ii) in case of digital data, promptly erase and delete any and all such data in a non-recoverable manner and (iii) confirm compliance with the obligations herein in a written affirmation to Disclosing Party upon Disclosing Party's request. The provisions of this paragraph shall not apply to any information required to be retained by the Recipient in accordance with their ordinary course of business records retention policies or in accordance with legal requirements or the requirements of any supervisory or regulatory body (including the conduct of litigation or other proceedings).

20. Force Majeure

Either Party shall be excused from any delay or failure in performance hereunder ensued by reason of any occurrence or contingency beyond its reasonable control, including but not limited to acts of God, epidemics, flood or tidal waves, explosions, fires, lightning, earthquakes, hurricanes, wars, riot, civil disturbances, casualty, strikes, lockout, labor disputes, civil disturbance, act of public enemy, embargo, war, terrorist act. Notwithstanding the foregoing, a change in economic conditions or technology shall not be deemed a force majeure. The Party's excuse due to suffering force majeure as set forth hereunder shall be extended on a day-to-day basis for the period of time equal to that of the underlying cause of delay. In the event that such cause subsists for 6 months or more, either Party shall have the right to terminate this Agreement with immediate effect.

21. Final Provisions

21.1 This Agreement constitutes the entire understanding and agreement between the Parties and supersedes all prior representations, arrangements, understandings and agreements between the Parties hereto relating to the subject matter hereof.

21.2 No amendment or modification to the Agreement shall be valid unless it is made in writing and it is signed by a duly authorized representative of each Party.

21.3 Should a term of this Agreement or a part thereof be or become ineffective, the validity of the remaining terms of this Agreement shall remain unaffected. The Parties agree to replace such ineffective term, if any, by a valid term that comes closest to the legal and economic intention of such ineffective term.

21.4 Blacklane reserves the right to change this Agreement in whole or in part. Notification of such change(s) is made as a unilateral information to the Agency. If the Agency does not object to the new terms of Agreement within 14 days of such information and/or simply continues booking after such information, the new Agreement shall apply to all such bookings made after the date of the above stated information.

21.5 This Agreement shall be governed and construed in accordance with German law excluding the rules of conflict of laws and excluding the UN Convention on Contracts for the International Sale of Goods (CISG). Any legal disputes arising in conjunction with this Agreement shall be settled and decided under the exclusive jurisdiction of the German courts. To the extent permissible by law, Berlin shall be the exclusive venue of jurisdiction.

APPENDIX 1:

DISTRIBUTION PARTNER POLICY ON LEAD TIME, CANCELLATION, WAITING TIME, ADDITIONAL KM & NO SHOW

1. LEAD TIME FOR BOOKINGS

   Any booking must be made/sent with a minimum lead time **of 1 (one) hour** prior to pick-up, in order for the booking to be confirmed (hereinafter the "Booking Confirmation") PROVIDED HOWEVER that during times of exceptional market conditions, including but not limited to certain festive days (e.g. the night of New Year's Eve) and/or major local events such as trade shows or sports events taking place in particular business districts, bookings may, by way of exception, not be confirmed as set forth above and/or rejected, it being agreed however, that in case the booking can be confirmed nonetheless, prices may be increased on a temporary and short-term basis in accordance with the prevalent market conditions in the relevant business district.

2. CANCELLATION OF TRANSFER BOOKINGS

   For transfer bookings, cancellation is free of charge if there is more than **1 (one) hour** left before the agreed pickup time. If there is **1 (one) hour** or less before the agreed pickup time, the total price must be paid.

3. CANCELLATION OF HOURLY BOOKINGS AND LONG DISTANCE RIDES

   For hourly bookings and for transfer bookings of rides over 200 km (long distance rides), cancellation is free of charge if there are more than **24 (twenty-four) hours** left before the agreed pickup time. If there are **24 (twenty-four) hours** or less before the agreed pickup time, the total price must be paid.

4. WAITING TIME

   For airport transfers there is 60 (sixty) minutes waiting time included in the price. Any flight delays are tracked using the flight number and will not affect this waiting time. There is 15 (fifteen) minutes waiting time included with standard pickups. Additional waiting time will be charged per minute. For all transfer bookings, any additional waiting time will be charged at the standard rate.

5. ADDITIONAL KM

   Any changes to the destination or adding extra stops will be charged per km provided that the distance between the pickup address and the new destination is greater than the distance between the pickup address and the original destination.

6. NO SHOW

   Blacklane will always attempt to contact both the passenger and booker in case the passenger cannot be located at the pickup location. However, in the event Blacklane cannot reach them within 60 (sixty) minutes after the pickup time for airport pickups and within 30 (thirty) minutes after the pickup time for all other pickups ("No Show"), the driver is authorized to leave, in which case the booking will be charged in full.

September 2022