

## Terms of use

This transfer service is dedicated to MEPs, members of the Parliamentary Assembly of the Council of Europe and members of the Congress of Local and Regional Authorities only (they will be referred to as “users” in the following terms of use). The City of Strasbourg agrees to provide these services to the spouses and children of users as well. The assistants and councilors of MEPs cannot benefit from this service. The delegation secretaries of the Council of Europe may only travel with their delegation.

For further information, you can read the related topic in our [FAQ](#) or contact [The City of Strasbourg](#).

This transfer service is **free of charge** and provided by the City of Strasbourg. It aims to facilitate the accessibility of Strasbourg for users during plenary sessions. Users can benefit of **two** transfers per sessions (arrival and departure).

The list of airports served by the City of Strasbourg can be found in our [FAQ](#). Any other destinations will not be covered by this service (train stations, other airports, hotels, etc.)

The meeting points are **unilaterally** fixed by the City of Strasbourg. They will not be modified in any cases. In order to find the exact meeting point location at any served airports, you can consult our dedicated [FAQ](#). For any further question, contact [The City of Strasbourg](#).

The transfers organized by The City of Strasbourg **are not privatized for one user**. The City will group users depending on the arrival time of their flights. Thus, the transport service may be operated by car, minivan or bus. The City of Strasbourg has no obligation to communicate in advance the type of vehicle used for a transfer.

This gathering may sometimes generate waiting times for users after the arrival at the airport. The City of Strasbourg tries to minimize the waiting time for each user but is not able to anticipate delayed flights or early arrivals, nor predict difficulties related to luggage delivery.

Regarding departures, the time indicated in the section “wished time of departure from Strasbourg” **might be changed**. The City of Strasbourg will take in consideration all the estimated flights departure times of each user gathered in the car while taking into account all specific constraints related to traffic in order to define the final departure time from Strasbourg. The meeting point for the departure is **unilaterally** fixed by the City of Strasbourg.

Please note that drivers will observe a 5mn courtesy waiting time at most, but will leave without passengers arriving passed that point. We may not be able to provide an alternative transport in that situation.

For any questions on this topic, please contact [The City of Strasbourg](#).

In order to provide a high-quality service and to manage all transfers requests, The City of Strasbourg requires the users to place their reservation within the following deadlines:

- **The Thursday before the plenary session until 23:59** for the arrivals on Sundays and Mondays of the plenary
- **The day before the arrival until 11:59** for any other arrival during the week (e.g. *if you want to reserve a vehicle for Tuesday, please make sure to place your order before Monday 11:59am*)
- **The day before the departure until 11:59** for all departures during the week (e.g. *if you want to reserve a vehicle for Tuesday, please make sure to place your order before Monday 11:59am*)

All transfers reservation must be place during working days. During the Weekend, the City of Strasbourg welcoming team can only be reached in the case of an emergency by phone but will not be able to book any reservations nor will have a guaranteed access to the e-mail address.

If you are facing a lost and found situation in one of our transfers, please contact the [The City of Strasbourg](#).