



TO YOUR DESTINATION

Transport Services
Telephone: (758) 286-8907
Email: tydslu@gmail.com
www.tydslu.info

Policies of TYD Transport Services

Updated 22 October 2026

1. Payment Policy

- A **20%** deposit is required to secure dates for bundled services, such as tour packages or multiple-day excursions.
- Full payment is due on the day of service, or on the last day the service is provided.
- Delayed payment or failure to pay for services provided will result in late fees or suspension of future services.
- Full payment for individual services such as transfers, tours and drop-offs must be made either before or directly after the service.
- Payment can be made by cash to the driver (US\$ or EC\$), bank transfer, or online (card or PayPal through a payment link from TYD), as agreed during booking.
- TYD may contact the client to confirm a booking before taking a card payment.
- Failure to make the required deposit or full payment may result in the cancellation of the booking.

2. Communication Policy

- For larger groups, a group chat will be created for each booking, including the client, the driver and the admin staff, on whichever messaging platform the client is comfortable with.
- All communication about the booking, including enquiries, itinerary changes and feedback, must go through the WhatsApp group or one of our platforms listed below.
- Clients who do not wish to use WhatsApp can contact us by email, iMessage, text message, Instagram Direct Messenger or Facebook Messenger.

Social media handles: @Tydslu

Email: tydslu@gmail.com

Telephone: **1-758-286-8907**

- The admin staff will monitor and manage the message groups to ensure smooth communication and timely responses.
- Any changes or requests from the client must be sent to the admin department, and the admin will coordinate with the driver.

3. Change of Clothing Policy

- Clients on excursions where they may get wet or dirty are required to change into appropriate clothing before boarding the vehicle.
- Clients who do not bring a change of clothing must make sure they are dry and clean before entering the vehicle.
- Changing facilities will be provided at designated locations or as agreed with the client.
- This policy keeps our vehicles clean and in good condition for all passengers.

- Clients are responsible for bringing suitable clothing for the excursion. TYD Transport Services is not liable for any damage to personal belongings.

4. General Cancellation Terms

- Cancellations must be made in writing: from your booking page, by email, or through our official communication channels.
- This policy applies to all services provided by TYD Transport Services, including but not limited to transfers, tours, sightseeing and excursions.

Cancellation Fees

Cancellation fees are charged on the total booking amount, based on how long before the scheduled pickup time we receive your cancellation:

When you cancel	Cancellation fee
More than 24 hours before pickup	No fee
Less than 24 hours before pickup	10% of the total booking amount
Less than 3 hours before pickup	20% of the total booking amount
No-show (client doesn't come to the pickup and we can't reach them after the free waiting time)	No refund

Bookings made through Viator or another partner follow that partner's cancellation policy.

Exceptions

- In cases of *force majeure* events, such as natural disasters, political unrest or other circumstances beyond the control of the client or TYD Transport Services, cancellation fees may be waived at the discretion of TYD Transport Services.
- Proof of the event may be required, and decisions to waive cancellation fees will be made case by case.

Refunds

- Refunds for cancellations will be processed within 5–7 working days from the date of cancellation, after any cancellation fee.
- Refunds will be issued using the same payment method as the original booking, unless both parties agree otherwise. Card refunds can take a few more days to reach the client's account, depending on their bank.

Communication

- Clients are responsible for telling us about cancellations in good time.
- Please contact TYD before disputing a charge with your bank or card company. We will sort out any problem quickly.
- Any changes or cancellations made by TYD Transport Services due to unforeseen circumstances will be communicated to the client as soon as possible, and another arrangement or a full refund will be offered.

By booking services with TYD Transport Services, clients acknowledge and agree to abide by these policies. Our full terms and conditions are available at book.tyds.lu/info/terms.