

P-Air Magyarország Kft.
WizzAir's transfer company in Europe.
Budapest – London – Rome – Milan – Gdansk – Bucharest – Prague – Cluj

Airport transfer information

Important Information:

- Please wait at our meeting points, even if our transfer vehicle has not yet arrived!
- At Cluj Napoca Airport, the transfer time may only be modified by the flight delays. If your flight is delayed, please notify our driver about the new flight arrival time before your flight departure (please see the driver's number below)
- If you cannot get to our meeting point on time (for example: lost baggage, airport problem), please call us! If we don't receive any notification, we can only wait for you at the meeting point maximum for 40 minutes after your flight arrives.
- In Cluj city, our transfer vehicle can only wait for passengers 5 minutes maximum. Please be on time!
- If you cannot find our vehicle at the meeting point at the transfer start time, please call our driver's number, because once the vehicle has left the pick-up point, our driver cannot turn back.
- Please check that you have given us the correct mobile phone number, otherwise we will not be able to contact you. Please also make sure that you can make and receive international phone calls and make phonecalls on the territory of Romania from your mobile phone.
- Depending on the number of the passengers, the transfer vehicle may be a car as well, not only minibus (all our vehicles have Wizzair sign).
- In Cluj city, please wait for the driver at the reception of the hotel (or the entrance of your home, if the pick-up is from a private address.)
- **Please be ready at your hotel reception (or at the entrance of the building at your pickup address) minimum 15 minutes before the transfer start time given**

In Cluj city, the driver will arrive to pick you up within 15 minutes prior or after the pickup time given. This is due to our service being a shared service – we pick up passengers at different locations. .

Your voucher is valid only for the date and time stated. If your travel date or time changes, we can only help you if you inform us at least 2 workdays before you travel. After that we cannot accept your modification request!

Please note that if you have changed your flight at Wizzair you have to send us your new travel data at least 2 days before your flight, otherwise we cannot modify it.

Would you like to cancel your transfer booking, please note that our travel regulations apply; therefore, unfortunately we cannot pay your money back.

If you cancel your transfer booking in time, you have the following options for refund:

You may use the same transfer another time for any Wizzair flight in Cluj, in this year; or you may give it to someone else for free of charge. You can only use the transfer with a voucher valid for the given date and time, so please contact us at least 5 workdays before your new travel date to book your place on the transfer.

If your flight has been cancelled, please contact us as soon as possible and give us your new travel data! If we do not get your new data in time, we cannot guarantee you will be transferred.

If your transfer booking failed to be fulfilled through no fault of our own, we cannot accept your claim for cash refund (please see our travel regulations.)

Please note that we can only modify transfer bookings and answer our mail in the office hours, in workdays 09:00 – 17:00 CET!

Telephone numbers:

Flight-related issues:

For all questions about flight, including: flight confirmations, flight ticket changes, arrival times, baggage fees, please check the numbers here:

http://wizzair.com/about_us/contact_us/Default.asp?slid=clear&language=EN

Bus transfer (ground transportation) only:

Urgent phone in Cluj: (driver's phone)

Please note that this number is only for emergency cases (e.g. you are at the meeting point at the transfer start time, but you cannot find our vehicle.)

Phone in Office: (+36) 1 999 1931 (weekdays 9-17h in local time)
(in case of administration)

Mobile: (+36) 30 664-9355 (non-stop in emergency)

Please, note that we can only accept modification requests in e-mail.

E-mail: wizzair@wizztransfer.com (administration, claim)

Meeting points:

At Cluj Napoca Airport our meeting point is inside the terminal, in the arrival hall. Our driver will meet you in front of the Information desk at the time given; he will have a plate with a 'Wizzair' sign.

In Cluj city, please wait for the driver at the reception of your hotel (or at the entrance of the building if the transfer is from a private address.)

All our minibuses and cars have a 'Wizzair' sign.

Thank you for booking with us.

**Best regards,
P-AIR Magyarország Kft**