

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

Transfer information

- After booking, you will be sent a transfer booking confirmation e-mail with a link. Please follow the link to enter your destination/pickup address! For return transfers, please give the address for both directions.
- Please note that we cannot take responsibility for problems that may occur because the exact address was not provided in time.
- Please wait at the agreed meeting points, even if our driver has not yet arrived!
- At Sofia Airport, the transfer time may only be modified by the flight delays. The transfer start is 30 minutes after the actual flight arrival. After you finished airport procedures, please go directly to the meeting point.
- If you cannot find our driver 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.
- If your flight is delayed more than 3 hours, please notify the driver about the new flight arrival time before your flight departure (please find the driver's number in the voucher)
- If you cannot get to our airport 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 Sofia 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 home) minimum 15 minutes before the transfer start time given.**
- In Sofia 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.
- In Sofia city, our transfer vehicle can only wait for passengers 5 minutes maximum, if the traffic allows. Please be on time!
- 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 international phone calls and make phonecalls on the territory of Bulgaria from your mobile phone.
- Our transfer vehicles are minibuses and buses with Wizz sign.

Your voucher is valid only for the date and time stated in the voucher. 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 Sofia, in one 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!

Contacts:

Bus transfer (ground transportation) only:

Urgent phone in Sofia : (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; if your flight is delayed more than 3 hours)

Phone in Office : (+36) 1-999-1931 (weekdays 9-17h CET)

(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!

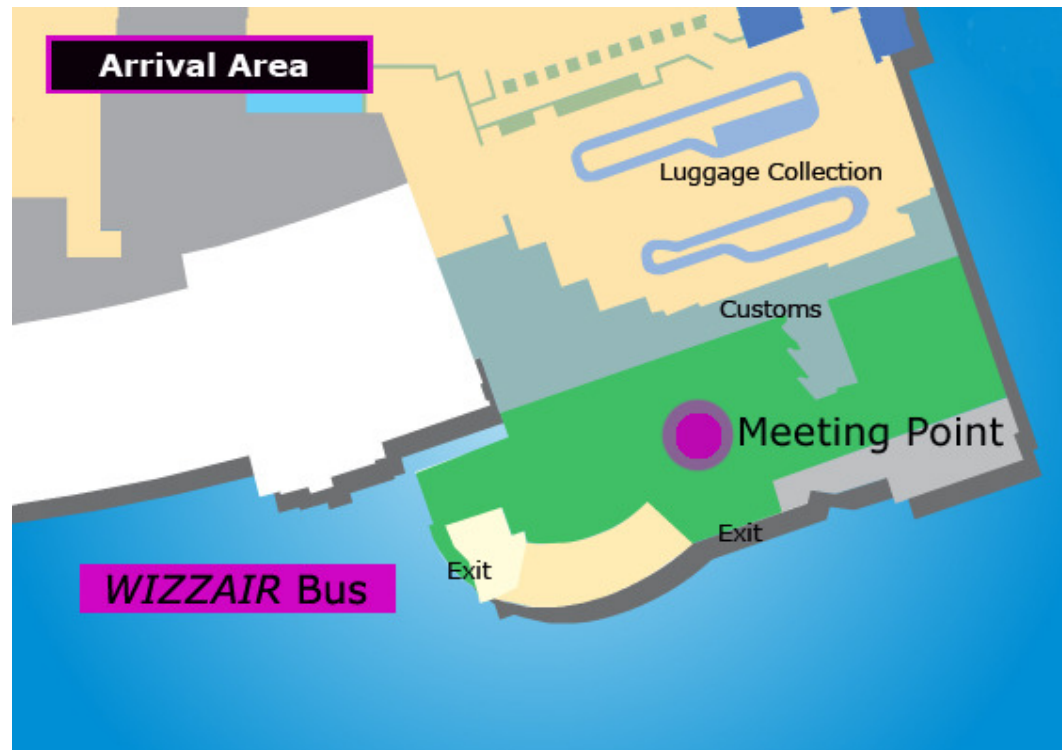
E-mail wizzair@wizztransfer.com (administration, claim

Meeting points:

Sofia Airport

At Sofia airport, our driver will wait for the passengers inside the terminal, in the arrivals hall, with a 'Wizz' sign and a nameplate.

After you finished airport procedures, please go directly to the Meeting Point. (please see the map)



Sofia downtown

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

Please be ready to be picked up 15 minutes before the pickup time given and be prepared for the possibility that the driver may also arrive up to 15 minutes late. (This is due to the service being a shared one.)