

## **Policies**

### **FOUR SEASONS LIMO AND SEDAN SERVICE**

#### **Policies, Terms and Conditions:**

**Personal Information:** Four seasons limo, its parent company and its divisions, and affiliates do not sell, rent or disseminate your personal and financial information to any outside third parties. We use the information supplied to provide requested services and collect payment for services rendered in accordance with our rates, terms and policies.

**Reservations:** Reservations made online are not guaranteed until you have received a confirmation from Four seasons limo. Online reservations may be submitted up to 24 hours prior to your requested pick-up time. To request reservation with less than 24 hours advance notice, please call our offices direct at 214-750-5466 and speak to one of our reservation specialists. A valid credit card is required when booking a reservation.

**No Smoking Policy:** Four seasons limo maintains a clean environment; therefore smoking and eating is NOT allowed in any of our vehicles.

**Please note:** Four seasons limo is not responsible for service delayed or not rendered due to mother nature or to circumstances beyond our control, including but not limited to weather, road conditions, breakdowns due to weather, traffic congestion, road closures, accidents, flight delays, weather delays, road closures, etc. In case of mechanical difficulties or extreme weather hazard, either a replacement vehicle or full refund will be offered. While we make every effort to meet our obligations, including free upgrade to all-wheel drive vehicles in extreme weather conditions, we do not needlessly jeopardize the safety of our passengers or personnel.

**Max Capacity:** Drivers are not authorized to exceed the number of passengers stated on your contract. Exceeding the number of passengers is a violation of state law and our insurance guidelines.

**Methods Of Payment:** We accept all major credit cards and corporate accounts. Cash payments are only accepted prior to the trip in our corporate office. Chauffeurs are not allowed to handle any payments in the vehicle.

#### **Cancellation Policy:**

**All cancellation accepted by the phone only.**

**Service fee** - A 20% service fee is automatically added to your total which allows us to compensate all of our professional team members. Any gratuity provided to your chauffeur is appreciated, but left solely to your discretion.

**Airport Car Service (Sedan/SUV only)** - A cancellation fee equal to the trip cost plus 20% service fee for any cancellation made less than 4 hours before the scheduled pick-up time.

Customers are encouraged to inform Four seasons limo of cancellations as early as possible. Roundtrip reservations must be canceled as 2 separate trips.

**Limousine Service** - Limousine cancellation will be accepted only 7 days after actual reservation is placed. A 30% Non-Refundable Deposit is required to hold all stretch Limousine reservations: therefore all cancellations will result in forfeiture of required deposits. Cancellations before 7 days of this reservation date forfeit 100% of the total bill plus 20% service fee. Otherwise, only non -refundable deposit will be forfeited without exceptions.

**Wait Time / Stop Time.** Point to Point Transfers including all Return Airport Transfers, all Point A to B transfers are non hourly reservations.

- For all point-to-point reservations, wait time will be charged at \$15 per 15 minute increments once the grace period has elapsed. Grace period is defined as 15 minutes beyond the scheduled pick up time.
- Four seasons limo does not monitor private flights, therefore, wait time will be charged as incurred for any passenger arriving on a private plane that is delayed by more than 15 minutes.
- Four seasons limo does not monitor train schedules, therefore, wait time will be charged as incurred for any passenger arriving by train that is delayed by more than 15 minutes.
- Passenger requested stops on route during a point-to-point reservation will be charged at \$15 per 15 minute increments.
- Passenger requested stops off route for point-to-point reservations, charges will revert to the prevailing Four seasons limo hourly rate.

**Airport Arrival Transfer Wait Time.** Four seasons limo guarantees that every vehicle will report on location no later than the pre-arranged pick up time. Four seasons limo provides up to 30 minutes of free wait time (up to 40 minutes of free wait time on International Arrivals requiring Customs Clearance) on each Airport Arrival Transfer to obtain your luggage. If you do not meet your Chauffeur or call us within 30 minutes (40 minutes for International Arrivals requiring Custom) of your plane landing, we will apply wait time charges based on hourly rates. Split flight pick-ups will be charged at hourly rates (2hr minimum) unless all passengers will be picked up at the same terminal at the same time. Regular hourly charges apply for inclement weather or mechanical delay once the plane is scheduled to land and is diverted or delayed.

**No-Show Fee:** On all reservations a customer will considered a "no-show" after 30minutes (45 min. for International Arrivals requiring Customs Clearance) past your scheduled pick up time. If you have not met you Chauffeur or contacted us by phone, you will be charged in full for the reservation. A no-show fee equal to the trip cost plus applicable waiting time will be charged when the passenger fails to show up at the designated location. In order to avoid this charge, passengers should not leave designated locations without first notifying Four seasons limo at 214-750-5466.

**Surcharges:** All out of pocket charges, including, but not limited to: road tolls, parking, airport fees and carts will be billed to the client. All rates exclude 20% service fee and temporary fuel surcharge. There is a \$25.00 surcharge for service scheduled for the holidays below.

**Holiday Fees:** Holiday fees enable us to offer service on holidays. The charge offers our chauffeurs an incentive to be available on holidays. Without it, we simply could not offer service on those days. The holiday charge is a \$25 additional charge and is applied on the following holidays:

- Christmas Day
- New Years Day
- Easter Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve after 5pm
- New Years Eve after 5pm

**Cleaning Fees or Damages:** The Party paying for the reservation is responsible for all damages and/or cleaning charges incurred by the renter and/or Party of the Renter, including but not limited to:

- (1) \$30.00 per broken/removed piece of glassware.
- (2) \$350.00 per damaged DVD player, \$500.00 and up for TV or any other electronic equipment.
- (3) \$200.00 minimum for alcohol spills cleanup.
- (4) \$350.00 detailing (due to sickness).
- (5) \$200.00 minimum for each burn hole, rip or tear to upholstery, \$200.00 minimum for each act of vandalism.
- (6) \$500.00 for each cigarette burn. Smoking is **NOT** allowed in any of our vehicles.
- (7) Triple charge of above listed amounts for all removed items from the vehicle.
- (8) Downtime due to customer's neglect subject to loss of revenue, per hour lost as stated in the contract ( \$500 minimum)
- (9) Opening a Car door into another vehicle or Stationary object (\$1500-2000) etc.

**Other Additional Charges:** An Early Morning or Late Night fee of \$15 will be added to every trip with an actual pick-up time before 6:00 AM or after 11:00 PM. It should be noted that this fee will be applied for airport pick-ups before 6:00 AM or on scheduled evening arrivals that have been delayed requiring the vehicle to leave the airport after 11:00 PM.

**Prom Policy:** All prom participants, regardless of age, are required to submit signatures by students and their parents with their Prom/Homecoming Contract. The Contract form includes a definition of acceptable behavior rules and restrictions. If at any time during a prom trip, our chauffeur observes any breach of prom rules, he is required to terminate the trip immediately, notify the host parent and return all participants to the point of origin. If the chauffeur receives any resistance or argument from the participants or suspects the presence of any controlled or dangerous substance, which includes alcohol in this case, he is required to pull to the side of the road, call the police, request a canine search of the vehicle and notify the host parent he has done so and what his exact location is. From there the police will prosecute, to the fullest extent of the law, any participant found to be in possession of any illegal substance. There will be no refunds

if any prom policy rule or restriction is violated. It should be noted that open container laws regulating alcoholic beverages do not apply to any vehicle that is licensed and registered as a limousine. Though we cannot legally and do not provide any alcoholic beverages, it is legally acceptable to consume alcohol in a limousine AS LONG AS ALL PERSONS in the limousine are above the legal drinking age.

**We Reserve the Right:** Four seasons limo and its Affiliates reserves the right to cancel any service without refund if the chauffeur or the office feels the renting party or any one member of the renting party is endangering the rest of the said party and/or if the renting party is in possession of any illegal substances. Absolutely no Minors will be allowed to have possession of any kind of alcohol and/or illegal substances. The service can be cancelled without refund. There are no exceptions. Four seasons limo and its parent company shall not be liable for circumstances beyond its control including weather, road conditions and breakdowns. Four seasons limo and its parent company assumes no responsibility for neither lost or damaged baggage or personal belongings, nor for any items left in the vehicle. Four seasons limo reserves the right to charge a delivery fee for returning lost items if found. The rate will be equal to the rate of an airport transfer to your location plus 20% service fee. Four seasons limo and its Affiliates reserves the right to terminate any reservation without refund, if the Operator or Dispatcher feels that the Renter or Party of Renters is putting the Chauffeur or Renter/Party of Renters in danger of injury, or possession of any illegal material. Service will be canceled without refund.

Call for pricing schedule on any travel points not listed on our rate schedule. All rates are subject to change without notice.