

Terms and Conditions:

Changes and cancellations require 24 hours in advance notice by calling LIMO STAR NY at (347) 553-3000.

Limo Star NY monitors all commercial airline arrivals. A 30-minute grace period is allowed on all domestic arrivals and 60 minutes on all international arrivals. After the grace period, waiting time charges will apply. Waiting time charges are accrued in quarter hour increments, based on the vehicle's hourly rate.

A 15-minute grace period is allowed on pick-ups other than at an airport. After the grace period, waiting time charges will apply. Waiting time charges are accrued in quarter hour increments, based on the vehicle's hourly rate. Full fare (including 20% gratuity) will be billed for late cancellations. If you cannot locate your driver please call Limo Star NY at (347) 553-3000 to avoid being billed as a no-show, we advise you not to leave your location without contacting Limo Star NY.

Rates are subject to change without notice. Limo Star NY is not responsible for services delayed or not rendered due to weather or other circumstances beyond its control.

RATE ESTIMATE the rate presented to you prior to your trip is an initial estimate of the cost of service as reserved. Wait time, taxes, extra stops or additional services may change your rate.

LIMO STAR NY PROM SERVICE POLICIES

Payment Policy:

- 1. Deposits Are Nonrefundable and Nontransferable.**
- 2. The Balance is due on the date of the reservation.**
- 3. Overtime is due in cash on the day of service. Payment must be made to the chauffeur prior to going into overtime.**
 - Overtime is charged in half hour increments.**

Cancellation Policy: All reservation requires a 1/2 deposit of the total amount of the booking, which is no refundable in the event of any cancellation. If a customer cancels a reservation within 72 hours of the date and time of the scheduled service, the customer will be responsible for full payment of the schedule service. You authorize Limo Star NY to charge the credit card listed on the front of the contract for the remaining balance.

Modifications Policy: Changes to contract can only be made by the client listed on the front of this contract. Modifications of the contract are limited to destinations, locations, pick-up times, adding or upgrading of vehicles and overtime. All contract changes must be finalized seven (7) days prior to scheduled date of service. Alterations and/or additions made by the client without written agreement of First Class Limousine are invalid and unenforceable. Original vehicles booked cannot be downgraded and/or deleted from the contract. The number of hours contracted for the vehicle cannot be reduced.

Delay Policy: In the event that there is a delay in travel caused by an Act of God, severe weather and/or road conditions and/or unforeseen traffic resulting in any of the contracted vehicles arriving late at the first pick-up address, Limo Star NY will modify the drop-off time to account for the amount of time caused by the delay. You agree that this action will be adequate compensation for the delay and there will be no further liability incurred by Limo Star NY. Limo Star NY will make every effort to arrive at the designated pick-up locations on time even in the above situations.

Damage Policy & Fees:

Alcoholic Beverages, Narcotics or controlled substances, and/or smoking are prohibited in our vehicles and will result in immediate termination of services.

No refund will be made if this occurs and passengers will be responsible for any costs incurred in acquiring alternate transportation. The client hereby agrees to hold the company, its employees and agents harmless from any consequences of such wrongful use by the client and/or client's guests, including the cost to defend against same.

Each vehicle is inspected prior, during and after each rental by the chauffeur. Client shall be responsible for any and all damages and harm suffered by the company, its employees, agents or third parties, including, but not limited to the vehicle, in regard to breakage, cleaning, burns, or interior or exterior damage to the extent of the actual cost to repair or replace, with a minimum charge of \$250.00.

If the damage to the vehicle is of such extent that it needs to be taken out of normal service, the client will pay us for the revenue reasonably lost at eighty (80%) of our normal hourly rate. A fee of \$10 per glass will be charged for each cracked, broken or missing glass. A clean-up fee of \$100.00 will be charged for excessive trash left in the limousine and excessively spilled liquids. A sanitizing fee of \$250.00 will be charged if anyone of the passengers vomits in or on the limousine. If anyone feels sick, the chauffeur will gladly pull over to allow the person to step out of the vehicle. All large bags (duffels, luggage, backpacks, etc...) will be placed in the trunk of the vehicle while passengers are in transport. Bottled beverages are not allowed in the limousine. The chauffeur has the right to terminate the trip, without refund, if the passengers are putting the vehicle or chauffeur at risk, or is not abiding by the rules of the contract.

Rate Estimate:

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