

YOUR CHAUFFEUR LIMOUSINE, INC.

CONTRACT FOR CHAUFFEURED LIMOUSINE SERVICE

1. **TERMS AND AGREEMENTS:** The written terms on this agreement and/or attached thereto contain the entire agreement between the parties of YOUR CHAUFFEUR LIMOUSINE, INC. and the customer/renter whose name is shown on the reservation.
2. **DEPOSIT:** A minimum deposit of \$100.00 per vehicle may be required before services are rendered. During the months of April and May, all Friday and Saturday reservations will require a larger deposit. A limousine will not be reserved without a cash, credit/debit card or check deposit when required.
3. **CANCELLATION/REFUND: Customers have 24 hours from the date and time a reservation is made to cancel said reservation and receive a full refund of their deposit. After that time the following applies:** Cancellation with a minimum 14-day notice before the reservation date will result in a full refund minus any credit card processing fees (4% per transaction). With less than a 14-day notice of cancellation, customer will forfeit 100% of the deposit amount unless the limousine is rebooked with another customer for the exact same date and time as the canceled reservation. There will be **ABSOLUTELY NO REFUNDS** given for canceled reservations on Fridays or Saturdays in April and May regardless of reason. **ALL DEPOSITS ARE ABSOLUTELY NON-REFUNDABLE ONCE THE LIMOUSINE LEAVES THE YOUR CHAUFFEUR LIMOUSINE GARAGE - NO EXCEPTIONS.** In the unlikely case of a mechanical breakdown or automobile accident, Your Chauffeur Limousine reserves the right to provide a replacement limousine (based on availability) and a price adjustment will be made based on the current hourly rate of the replacement limousine. Or, if a replacement limousine is unavailable, a pro-rated percentage of the balance due payment will be refunded for the portion of the reservation unable to be completed. In the event the limousine reserved is sold and no longer in our fleet, the customer will be notified as soon as possible. In this situation, YOUR CHAUFFEUR LIMOUSINE, INC. will, if possible, substitute a limousine of equal or greater value at no additional cost to the customer or all monies being held by YOUR CHAUFFEUR LIMOUSINE, INC. will be completely refunded to the customer.
4. **CONFIRMATION:** Reservation information and payment method of any unpaid balance must be confirmed via phone with/by YOUR CHAUFFEUR LIMOUSINE, INC. a minimum of 6 hours prior to the start of the reservation. YOUR CHAUFFEUR LIMOUSINE, INC. reserves the right to cancel said reservation if verbal contact is not made with the customer before the 6 hour specified time frame.
5. **PAYMENT:** The limousine will not depart from the specified pick-up location until final payment-in-full has been received. Balance of payment is due in full no later than the driver's arrival at the beginning of the service. Same day acceptable forms of payment are cash and/or, credit/debit card. All personal and business checks must be received by YOUR CHAUFFEUR LIMOUSINE, INC. a MINIMUM of 7 days in advance of the service date and must be pre-approved. Please put the date of service on all payments made by check. Checks will NOT be accepted on the date of service – NO EXCEPTIONS. For all payments made by credit/debit card, the credit/debit card must be presented to the driver for imprint and cardholder's signature no later than the scheduled pick-up time on the date of service. Excluding the required deposit amount, all payments made by credit/debit card are subject to a 4% service fee. A \$30.00 charge will be assessed to change credit/debit cards once the payment has been processed.
6. **BILLING/PAYMENT ARRANGEMENTS:** Billing and payment arrangements must be made with YOUR CHAUFFEUR LIMOUSINE, INC. management prior the driver's arrival at the scheduled pick-up location. Chauffeur has no authority to make or change billing or payment arrangements.
7. **ADDITIONAL TIME CHARGE PAYMENTS:** Payment is due at the BEGINNING of any additional time used past the final time specifically shown on the contract. NO EXCEPTIONS. Payments for additional time incurred due to "Acts of God" are the responsibility of the customer. If payment for deposit and/or balance due was made by credit or debit card, the additional amount will be automatically charged to the card provided for the balance unless the customer makes the payment to the driver in cash. If the deposit and balance due were paid by cash, the customer is responsible for paying the driver at the beginning of any additional time used or the reservation will be considered complete and the driver will return to the garage. NO EXCEPTIONS!

8. **HOURS RESERVED:** Any contract entered into for a certain number of hours shall be reserved for said hours. It is the understanding of all parties that the customer will pay for the number of hours reserved even if used less, due to the fact that the limousine will be unavailable for other reservations. Any time changes to fewer hours made less than 7 days in advance will not result in a change of price. Adding time to a reservation will be accommodated in 15 minute increments at one fourth of the hourly rate plus 7.8% Ohio sales tax (if applicable) and 20% or a minimum \$30.00 per hour gratuity based upon the availability of said limousine.
9. **GRATUITY:** Chauffeur's gratuity is not included in the basic hourly rate of service. 20% or a minimum of \$30.00 per hour gratuity (whichever is greater) is automatically added.
10. **DAMAGE:** YOUR CHAUFFEUR LIMOUSINE, INC. has a strict NO SMOKING policy in all limousines. Customer agrees to treat, with respect, the limousine and other property of YOUR CHAUFFEUR LIMOUSINE, INC. and leave said property in the same condition as originally delivered for service. Customer is responsible for any damage to vehicle or property provided for their service. YOUR CHAUFFEUR LIMOUSINE, INC. will replace or repair damage at customer's expense. Travel sickness clean-up charge is assessed at \$200.00.
11. **ALCOHOL/BEVERAGES:** YOUR CHAUFFEUR LIMOUSINE, INC. provides glassware and ice. Customers are responsible for providing beverages. Ohio State Law prohibits consumption or possession of alcoholic beverages by any person less than 21 years of age. YOUR CHAUFFEUR LIMOUSINE, INC. is required to adhere to this law WITHOUT EXCEPTION. Alcoholic beverages are only permitted if everyone in the limousine is 21 years of age or older.
12. **ILLEGAL POSSESSION:** No possession or use of firearms, non-prescription drugs or narcotics will be tolerated. Violation of this condition will automatically terminate the scheduled service, passengers will be asked to leave the limousine, and NO money will be refunded.
13. **PERSONAL PROPERTY:** YOUR CHAUFFEUR LIMOUSINE, INC. assumes no responsibility for any personal property remaining in the limousine. If found, customer is responsible for making arrangements to retrieve personal property within 30 days of the reservation date. YOUR CHAUFFEUR LIMOUSINE, INC. will not guarantee return of said property after 30 days from the reservation date.
14. **YOUR CHAUFFEUR LIMOUSINE, INC.** reserves the right to limit any behavior which is unsafe or illegal.

IMPORTANT MESSAGE: If, in the rare instance, there should be any problem with the limousine or driver at any time during the hours you have reserved, said problem must be immediately brought to the attention of the driver or management at YOUR CHAUFFEUR LIMOUSINE, INC. at 513-671-9955 so the situation can be quickly rectified, if possible. Problems brought to the attention of YOUR CHAUFFEUR LIMOUSINE, INC. once the reservation has ended, will be considered null and void as it does not allow YOUR CHAUFFEUR LIMOUSINE, INC. the ability to rectify/verify the problem while the customer is using the limousine. Thank you for your understanding.

Your Chauffeur Limousine, Inc. Management

Print Name: _____

Customer Signature: _____

Date: _____

CONTRACT