

## **CONTRACT ADDENDUM FOR EVENT TRANSPORTATION NOTICE:**

THIS ADDENDUM IS REQUIRED FOR SERVICES IN EXCESS OF \$200.00 AND MUST BE SIGNED AND RETURNED WITHIN 72 HOURS OR BEFORE YOUR RESERVATION WILL BE FINALIZED.

### **VERY IMPORTANT - PLEASE READ CAREFULLY**

Purpose: This document is a more detailed addendum to the contract stipulations listed on the reservation agreement that you received via email upon reserving. Its purpose is to ensure that there are no misunderstandings regarding the service that you are contracting for and to allow us to do the best job for you and our other clients. We are very serious about giving ALL our clients the quality of service that they expect & deserve and will do our absolute best to ensure that you have an enjoyable & memorable time in our vehicles. We hope to continue a trusted provider for future events and other business and leisure transportation needs.

### **POLICY INFORMATION**

- If any Contract Addendum policy differs from that listed on your reservation, Contract Addendum policy shall supersede.
- This contract should be signed by the person named on the credit card listed on the reservation.

### **CHARGES CANCELLATIONS PAYMENTS & REFUNDS**

- Refund Policy - Deposits and payments are NON-REFUNDABLE (This includes broken engagements, postponements, cancellations, significant time changes affecting other client's trips, vehicle upgrades or downgrades, etc.) without **written approval** by company management. There will be no refund for any unused time.
- All service listed on your reservation(s) must be paid in full in advance of pickup. We normally charge a 100% deposit upon reserving before the event unless other arrangements have been made and listed on the reservation confirmation.
- Final charges are calculated post-trip completion and will be charged and emailed after settlement.
- All additional charges or damages will be charged to the credit card listed on the reservation or, if declined, invoiced upon completion of the run.
- There will be a \$35.00 fee for a check returned by your bank for any reason (No checks within 2 weeks before event).
- The chauffeur is not required or authorized to provide "free" services, warn of/quote extra charges for services, adjust time, address or any other contract changes.
- Any undocumented cash payments to the chauffeur are assumed to be additional gratuities and cannot be adjusted or refunded.

### **CONFIRMATIONS AND CHANGES**

- You should receive an email confirmation of your reservation, if not, call us immediately. As a courtesy service to you, we may attempt to call to reconfirm the times and addresses 48 to 24 hours before the run by call, email or text message. Please return calls promptly if necessary. You are ultimately responsible for contacting us to confirm and to make any corrections.
- Please keep in mind that it will be difficult or impossible to make time or date changes less than 72 hours beforehand (21 days during peak periods like proms, etc.) and changes will only be honored if they do not affect other reservations currently scheduled on that day.
- Vehicle upgrades and downgrades may not be possible less than 21 days before scheduled event.
- We may attempt, but do not guarantee the correct execution of, any address changes within 24 hours (72 hours on group moves) of trip origination.
- Any verbal agreements are VOID without an updated confirmation, sent by us, listing the updates.

- Changes occurring within 24 hours of trip origination (or during your trip) may be attempted, but their correct execution cannot be guaranteed.
- To better serve you we prefer detailed maps and itineraries when possible. This allows us to plan and prepare better for your event. Check Yahoo, Mapquest, and Google Maps for any discrepancies in maps to your addresses and venues. Notify us if you find any discrepancies.

## RESERVATION INFORMATION

• **NON-CONTRACTED OVERTIME:** Non-contracted overtime/extensions billed at premium rates and are strictly subject to vehicle availability! There may be a later contract for the vehicle preventing you from using the vehicle past your contracted drop off time. ***This will result in the vehicle leaving and no refund or adjustment will be given.*** If you must "cut it close" we recommend that you have alternate transportation available. We will always wait for you up to the point where it could impact another client (subject to additional charges) but be advised that, in some instances, if the vehicle is scheduled for another client and goes more than 15 minutes into overtime (this includes the chauffeurs estimated drive time to your last drop-off) or without being paid or authorized via contact with you, the chauffeur must drive off and cannot return. Your contract will have been fulfilled, and NO REFUNDS or adjustments will be given.

- The time you are paying for begins at PICKUP TIME (If applicable, excess travel time to your location will be billed as a separate line item), which starts when the limo arrives at its first pickup location (NOT necessarily when passengers get in the vehicle) or the scheduled pickup time on the contract, whichever is later.
- The time you are paying for ends at DROPOFF TIME which ends when the last passenger exits the vehicle, or the vehicle enters back into Houston (inside Beltway 8) whichever is later, as reported by our chauffeur or documented by GPS tracking if available.
- Time is billed in hourly increments. Assuming the vehicle is available for additional time as previously stated, you are given 15 minutes grace period and then billed for another hour. For example, 4 hours and 15 minutes would be billed as 5 hours.

## YOUR CHAUFFEUR

- Your chauffeur is both your host AND your captain. Follow his directions in all situations.
- The chauffeur's primary responsibilities are to protect human life, protect property, and ensure that you enjoy yourselves, in that order. Do not distract him or ask him to do anything that would jeopardize these responsibilities!!
- In the sole judgment of the chauffeur, if he determines that the behavior of you or your guests for any reason is out of control, unsafe, illegal, dangerous or irresponsible, he has authority to terminate the run on the spot and order all occupants out of the vehicle at a safe location and end the trip. He may or may not issue a warning before he takes this action. **If this happens, you will NOT RECEIVE A REFUND.**
- Possession or use of illegal drugs by anyone is prohibited in any of our cars. If the chauffeur observes drugs, illegal activity or signs of underage alcohol consumption, he will stop the vehicle and all passengers must exit the vehicle at once. **In this situation you will receive NO REFUND.**
- The chauffeur will not drive the vehicle on unpaved areas, soft sand, poorly maintained or narrow roads, or go up steep driveways.
- The chauffeur is not authorized to speed or break any traffic laws.
- The chauffeur is not required or authorized to provide "free" services, warn of/quote extra charges for services, adjust time, address or any other contract changes.
- **Any undocumented cash payments to the chauffeur are assumed to be additional gratuities and cannot be adjusted or refunded.**

## VEHICLE CONCERNS AND SAFETY ISSUES

- You should be aware that we refer to all our vehicles as "limousines" which is a French word for "fancy car" and does not particularly describe or denote the brand, make, size, age, seating capacity, length, or set of features or accoutrements.

- To maintain our vehicles fresh appearance, eating (ice cream, chips, candy, fruit, chocolate, tacos, burgers, fries, etc.) or smoking in the vehicle is totally and absolutely prohibited and a minimum \$100 extra cleaning charge will apply.

- Vomit, bodily fluids, heavy cleaning, fumigation charges start at \$250.00 minimum.

- Were sorry but to protect the finish of the vehicles for future clients, we cannot allow decorating the vehicle in any shape, fashion, or form without written approval by management.

- If you do give verbal directions, please give the chauffeur plenty of notice for turns and stops. Large vehicles require extra time, distance and space to respond and maneuver. Also, we ask that you avoid areas that will cause the chauffeurs to have to back up long distances. Ultimately, it is your responsibility to be absolutely familiar with all the areas you wish to go if the chauffeur is not.

- If you want the vehicle parked at a particular place at a church, reception facility, etc., it will be your responsibility to see that a 35-60-foot-long space for the vehicle is reserved with orange cones. Extra space should be allocated to maneuver the vehicle into the reserved space.

- For security reasons, the vehicle will not wait in dark or unguarded areas, in front of nightclubs, or other places where people may harass/endanger the chauffeur or damage the vehicle. At the chauffeur's discretion, he may decide the waiting area is unsafe and will leave and park safely nearby. It will be your responsibility to get with the chauffeur and arrange an exact time for him to return.

- You may change your itinerary during your trip if you desire, however, it will be your absolute responsibility to communicate directly and clearly to the chauffeur where to go and when you want the vehicle to return.

- We recommend having a cellular phone available to ease communication between you and the chauffeur if necessary. Additional names and numbers of authorized people that will be able to communicate and help DURING your event are highly recommended.

- **BAGGAGE ISSUES** - Excess baggage can be a problem as trunk space is limited. Excess luggage charges start at \$50.00. Ask about luggage limitations when reserving.

- **LOST/FORGOTTEN ITEMS** - Make sure you have left nothing in the vehicle at end of run. This is your responsibility and we will accept absolutely no liability for anything you may have left behind.

- **COMFORT ISSUES** - Vehicles cannot be loaded beyond stated seating capacity. Physical stature of your passengers may impact this number. If you choose to load a vehicle to, at, or near its maximum seating capacity, you should understand that your comfort may be compromised in seating space and possibly reduced cabin cooling ability. If you are unsure, please consider the size of your guests and inquire how many will safely and comfortably fit in the vehicle.

- **BREAKDOWNS** - In the rare occurrence of an issue with our vehicles or personnel, please inform our office **immediately during your trip** so that any possible corrective actions can be taken in a timely manner. If a vehicle problem arises & no substitution is available, the customer may terminate the trip incurring no further charges other than the actual time used. Should the customer choose to keep the vehicle in service in degraded mode, normal charges will continue to apply.

- **DAMAGES**

- You are financially responsible for any physical damage, both inside and out, done to the vehicle by you or your guests.

- To maintain our vehicles fresh appearance, eating (ice cream, chips, candy, fruit, chocolate, tacos, burgers, fries, etc.) or smoking in the vehicle is totally and absolutely prohibited and a minimum \$100 extra cleaning charge will apply.

- Vomit, bodily fluids, heavy cleaning, fumigation charges start at \$250.00 minimum.

- Missing or broken glasses are \$10 each.

- There are additional charges for additional time, stops, waiting, services, damage, and spills or stains requiring extra cleaning. Any other vehicle damages incurred will be charged relative to the actual repair cost and possible loss of use time.

I have read, understand and agree to these important contractual stipulations and understand that these event addendum restrictions supersede those generally listed on the reservation agreement: