

Terms and Conditions

Customer Satisfaction Is Our Standard

Payments

The customer understands and agrees that all charges are assessed by Way To Go Limousine, Inc. ("WTG" thereafter). WTG accepts one of the following payment methods

- American Express
- Discover Card
- MasterCard
- Visa
- Checks – *personal checks are not accepted on the day of service*
- Cash

Please note:

- Applicable credit card processing fee will be charged as required. A maximum credit card processing charge is 3%.
- In the event the cardholder is not present at the time of the signing of this agreement, it is understood that the signer is acting as an agent for the cardholder and will be responsible for all terms and conditions within. In the event that these terms and conditions are not signed and returned to WTG, payment by customer shall constitute customer's acceptance of and agreement to this contract.

Standard Charges - STC

- STC are applied to keep the fare as low as possible
- STC are the combination of fuel charge 3%, credit card processing fee 3%, service charge (admin fee) 3%, and tolls are estimated 1% of fare-not actual amounts.
- WTG reserves the rights to modify STC at its discretion

Gratuity

- Customer satisfaction is our standard. It is recommended to add a 20% gratuity an industry norm to ensure quality service. Gratuities will be added to the payment method at the time of reservation. You may extra tip the driver in cash on the day of service.

Rate

- WTG has the right to change rates without notice. Current rates are confirmed at the time a reservation is made.

Cancellations

Stretch Limousines (10 Passengers or under)

- ***A full payment is due and will be processed within 7 days of the service.***
- Once you have reserved a vehicle (by giving authorization to process a credit card for a deposit or full payment to WTG) you have 72 hours to cancel without any obligations. Thereafter, should you cancel for any reason your obligations are as follow:
 - You will surrender the deposit or 50% plus STC whichever is greater should you cancel for any reason 7 days prior to the service time.
 - There is no refund if you cancel reservation at any time within 7 days of the service day

Bus/SUV Limousines (11 Passengers or more)

- *A full payment is due and will be processed within 14 days of the service.*
- Once you have reserved a vehicle (by giving authorization to process a credit card for a deposit or full payment to WTG) you have 72 hours to cancel without any obligations. Thereafter, should you cancel for any reason your obligations are as follow:
 - You will surrender the deposit or 50% plus STC whichever is greater should you cancel for any reason 14 days prior to the service time.
 - There is no refund if you cancel reservation at any time within 14 days of the service day

Refund Policy

- Credits or refunds will be issued within 3 to 5 business days after the cancellation dues (if applicable) have been paid.
- Refund amount will only be credited to the credit card on file.

Fees

Non-payment / Collection Fees

- You agree to pay all legal counseling fees, litigation fees, legal fees, costs, accounting fees, expenses, and disbursements for all actions taken prior to, during, and subsequent to the initiation of legal proceedings, to collect in case of non-payment.

Wait Time

Applies only to a Point to Point Service after the grace period is over

The grace period is defined as the time elapsed that was given to you as complimentary from the scheduled pick up. Exceeding the grace period will result in wait time charges. Wait time charges will be accumulated as follows:

Limousine - 10 passengers or under

- 15 minutes grace period allowed
- \$3/minute after the first 15 minutes
- \$100/hour after the 45 minutes are expired

Bus/SUV - 11 passengers or more

- 30 minutes grace period allowed
- \$5/minute after the first 30 minutes
- \$200/hour after the 45 minutes are expired

Wait Time – Airport Transportation

- WTG is able to monitor all commercial flights, therefore, wait time is not charged for any passenger arriving on a commercial airline.
- WTG 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 30 minutes.
- Wait time charges will be accumulated according to the size of the vehicle

Wait Time – Train Schedule

- WTG 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 30 minutes
- Wait time charges will be accumulated according to the size of the vehicle

Rescheduling / Changes in Existing Reservation

Once you have made a reservation (by giving a deposit/payment in full via credit card or cash to WTG) you have 72 hours to Reschedule / Change reservation without any obligations. Thereafter, should you Reschedule / Change reservation for any reason your obligations are as follow:

Limousine - 10 passengers or under

- WTG does not guarantee. But we may or may not be able to reschedule / change the reservation within 7 days of service.
- \$50 rescheduling / Change service charge will apply

Bus/SUV - 11 passengers or more

- WTG does not guarantee. But we may or may not be able to reschedule / change the reservation within 14 days of service.
- \$150 rescheduling / Change service charge will apply

Recommendation: It is recommended to inform us ASAP of any rescheduling / change in reservation VIA calling 855-791-5466

Stops

Additional-stop charges do not apply to charter services. Additional-stop charges only apply to a point to point service.

Limousine - 10 passengers or under

- \$50 per stop.
- The stop must be in the same direction towards destination.
- Point to Point service will become a charter service and an hourly rate will be conducted if there are more than 2 stops are being requested. Please consult with dispatch by calling 855-791-5466.
- Stop-time lasting in excess of 15 minutes will result in wait-time charges.
- Passenger requested stops off-route for point-to-point reservations, charges will revert to the prevailing vehicles hourly rate.

Bus/SUV - 11 passengers or more

- \$75 per stop.
- The stop must be in the same direction towards destination.
- Point to Point service will become a charter service and an hourly rate will be conducted if there are more than 2 stops are being requested. Please consult with dispatch by calling 855-791-5466.
- Stop-time lasting in excess of 15 minutes will result in wait-time charges.
- Passenger requested stops off-route for point-to-point reservations, charges will revert to the prevailing vehicles hourly rate.



Recommendation: It is recommended to rent charter services to have more control over limousine schedule. You can add stops, remove stops or change reservation at any point en-route to a charter service. Adding more time due to the change is additional. Check availability VIA calling 855-791-5466

Saturday Minimums

- Certain vehicles including Bus / SUV Stretch Limousines, are billed a four (4) hour minimum charge between 6:00 am to 6:00 pm window that occur on Saturdays.

No Show Charges

- If Client is unable to locate Client's Chauffeur for any reason, Client should immediately contact the Company at either (855) 791-5466 9:00 am – 12:00 am seven days a week. Our Dispatch Office will be able to locate the Chauffeur immediately and facilitate a meeting point. "No Show" charges will apply in the event the Client fails to call our office before leaving the scheduled pickup location. This charge also applies if Client fails to cancel the reservation and the Chauffeur is dispatched. No Shows charges are billed at the respective minimums for each market and specified vehicle type.

Recommendation: To avoid being billed as a no-show, do not leave your location without contacting Dispatch. You must contact us by phone. If for any reason you cannot locate your chauffeur, call WTG dispatch 855-791-5466. Even after reporting to dispatch about your leave, there will be no refund.

Vehicle Damage

The customer accepts a minimum financial responsibility of \$500 for any physical damage to the vehicle

- The customer is encouraged to inspect and confirm the condition of the vehicle prior to use. The vehicle will be re-inspected upon the conclusion of charter both by driver and management and any repairs resulting from improper use of the vehicle and its contents, including but not limited to audio/video equipment, lighting, bar, upholstery, interior and exterior components. Decision as to the damage value and unusual wear of the vehicle rests with WTG.
- WTG reserves the right to charge vehicle damage fee without further notice.
- You may request the pictures taken from the WTG management. Pictures will be taken at the time the damage is being detected by the driver or the WTG management.

Objectionable Persons

- WTG reserves the right to refuse to transport persons under the influence of intoxication liquor or drugs, or who are, or are likely to become objectionable to other persons or if the Chauffeur feels threatened in any way.

Cleanup Fee

- The customer accepts a minimum financial responsibility of \$150 for cleanup the vehicle for any passenger vomiting or excessive spillage, or damage caused by smoking.
- This fee may be higher depending on the amount of cleaning and downtime to the vehicle. If a greater amount of time is required to clean the vehicle as a result of the Client, may charge the Client an additional fee of up to \$100 to cover additional time, material and resources.
- WTG reserves the right to charge vehicle cleanup fee without further notice.
- Smoking is **ABSOLUTELY** prohibited in the vehicle.



- The driver will gladly pull over when safe upon request. However, if a passenger is found to be smoking in the vehicle they will be asked to extinguish the cigarette/cigar and a \$150 charge per cigarette is automatically charged.
- Vehicles are schedule in a timely manner and stopping vehicle for a cigarette break may interfere with the next trip. Extra charge may apply for point to point service.
- WTG reserves the right to charge NO SMOKING fee without further notice.

Conduct of Passengers

- The possession or consumption of alcoholic beverages by any passenger under the age of 21 is prohibited by law.
- WTG has a zero tolerance policy for possession of illegal substances in the vehicle. Prohibition of Weapons, Explosives, Oxygen, Pets, Livestock and Other Dangerous Or Unusual Cargo, Weapons of any type, including firearms, are strictly forbidden on any Equipment (whether in baggage or on the person) at any time. Transportation of explosives, fireworks and other flammable, combustible, toxic or otherwise dangerous material or items or pets or livestock of any kind are also strictly forbidden, even if intended to be transported in the baggage compartment of the vehicle. If previously approved by the Company, oxygen for medical use is permitted, but is so used at the sole responsibility of the Client.
- Any breach of this policy will result in immediate termination of services and payment due in full for entire reservation. Driver will terminate services immediately and return passengers to the point of initial pickup.
- Emerging from the sun roof, windows, opening doors or throwing items out while the vehicle is in operation is prohibited. Violation of this rule may result in termination of the charter.
- If at any time the service is terminated due to unruly conduct, damages to the vehicle, or abuse of any kind that WTG deems valid, no refund of money will be made.
- WTG reserves the right to refuse service as it deems appropriate.

E-Mail Communication

- Generally we accept new reservations, changes and cancellations by office e-mail booking@waytogolimosine.com with adequate notice. It is recommended that you verbally confirm any request requires attention in less than eight hours; please call our office at 855-791-5466.
- Many clients may be dealing directly with one of our staff members and e-mailing them individually. Staff members only have access to their e-mail during their regular office schedule (9:00 am – 5:00 pm). Although during normal weekday business hours, we can reasonably monitor “out of office” staff e-mail, we are not able to monitor everyone’s individual e-mail around the clock. So for shorter notice requests always call the office line, or use only *the office E-mail* not individual e-mail addresses. If that individual staff member is not in the office, your request may not be handled promptly. If you get an “Out of Office” message sent from an individual staff e-mail address, please contact our office by phone right away for your request to be processed.
- We cannot guarantee cancellations, changes or new reservations unless sent to *the office E-mail* with adequate notice.
- You should always get an e-mail confirmation of a new reservation, any changed reservation or cancelled reservation. If you do not receive such e-mail confirmation, please call us right away.

Lost and Found



- WTG is not responsible for any items left behind. It is recommended to check the belongings before you leave the vehicle upon completion of the trip.
- Any lost & found item will be stored at the office for up to 30 days. After the 30 days are over, the items will be donated to charity.
- WTG is not responsible to contact/drop off items to customers

Limitation of Liability

WTG SHALL NOT BE LIABLE IN ANY EVENT OR FOR ANY REASON, INCLUDING BREACH OF THIS AGREEMENT, EITHER DIRECTLY OR INDIRECTLY, TO THE OTHER PARTY OR ANY THIRD PARTY FOR ANY SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES OR LOSS OF PROFITS ARISING OUT OF THIS AGREEMENT, EVEN IF SUCH DAMAGES WERE FORESEEABLE OR WTG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IT IS EXPRESSLY AGREED THAT WTG SHALL NOT, UNDER ANY CIRCUMSTANCES, BE LIABLE TO ANY PARTY FOR AN AMOUNT GREATER THAN THE SINGLE FARE FEE FOR THE DAY IN QUESTION.

Please note:

- WTG is not responsible for service delayed or not rendered due to but not limited to Mother Nature or to circumstances beyond our control e.g. accident, traffic jam, etc. A prorated credit will be issued for delayed services or a complete refund will be issued in case WTG is not able to deliver service.
- WTG has the right to switch the vehicle at any point during the course of reservation if at any point it is discovered that selected vehicle is not safe due to but not limited to any mechanical issues, if en route and previous customers has decided to add more time to their reservation and we find it difficult to reach on time, you will be sent another vehicle, if en route driver discover any issue with the vehicle that is unsafe you will be given a similar or better vehicle.
- If for any reason we are not able to deliver the service ONLY a full refund will be issued.

Airport Transportation

Limousine - 10 passengers or under

- Rescheduling of airport transportation is possible at no extra charge, as long as rescheduling is requested within 24 hours of the arrival. Please read CANCELLATION for details.
- Cancellation for an airport pick up: The full fare will be charged for cancellations in the three following cases:
 - A cancellation after the driver has already been dispatched.
 - If the passenger fails to be at the designated pickup location (no-show). If for any reason you cannot locate your chauffeur, call Way to Go Limousine 855-791-5466. To avoid being billed as a no-show, DO NOT leave your location without contacting Dispatch. You must contact us by phone

Customer's Acknowledgement

- All terms and conditions have been presented to the cardholder, or payee. By signing this agreement, you have waived all rights to dispute credit card charges applied by WTG. In the event you contest a credit card charge, or WTG is required to file any type of rebuttal, a 50.00 Administrative fee will be applied to the credit card used for transportation.

Signature: _____

Date: _____