



## TERMS & CONDITIONS

Royal Limousine will strictly enforce State and Federal Laws and will maintain a zero tolerance compliance policy that no alcoholic beverages can be consumed or used by any person not of legal drinking age. All U.S. law enforcement agencies have absolute power to stop any motor vehicle for administrative searches. If contraband is aboard, even in negligible quantities without the chauffeur's knowledge, they can seize and forfeit this vehicle to a local government agency. All law enforcement agencies are aggressively enforcing this policy. Therefore no person will bring contraband aboard vehicles that are owned or operated by Royal Limousine. Royal Limousine will not be responsible for injuries that may occur due to horse playing while the vehicle is in motion or at a standstill. The purchaser is responsible for his or her guests.

### AT THE CHAUFFEUR'S DESCRETION, THE PURCHASER AGREES TO BE FULLY LIABLE FOR ALL CHARGES THAT MAY INCUR.

- (1) \$ 20.00 per broken glassware
- (2) \$ 1000.00 per damaged seat, \$ 500.00 per damaged bar, \$ 2000.00 per damaged window, \$200-\$500 per damaged radio/DVD/Amp/Speakers
- (3) \$ 150.00 minimum for extensive cleanup (spills, etc.), \$50.00 per each chewing gum in the carpet
- (4) \$ 200.00 shampoo and disinfecting (due to sickness interior), \$ 150.00 detailing and wax (due to sickness-exterior)
- (5) \$ 500.00 minimum for each burn hole, rip or tear to upholstery, \$150 per open Emergency Exit
- (6) \$ 1000.00 minimum for each act of vandalism
- (7) \$ 2000.00 opening a Car Door into another Vehicle or Stationary Object
- (8) Triple charge of above listed amounts for all removed / stolen items from vehicle
- (9) Downtime subject to loss of revenue, per each hour lost as stated in contract Royal Limousine recommends that all and any personal valuables be removed from the vehicle when unattended. We will not be held responsible for any lost, stolen, or damaged articles.

The open balance is due immediately at the beginning of the agreed job. Customer agrees to have Royal Limousine get an authorization for the above credit card and amount, for the event stated above. Taxes are applicable with all credit card transactions so balance due amounts above may be slightly off. The renter authorizes the immediate deposit & the final payment, states that she/he is the authorized purchaser for this rental contract, the authorized cardholder for the given credit card, responsible and liable for payment of the total amount, per cash, credit card or money order. **No personal or business checks will be accepted at the time of pickup.**

Royal Limousine reserves the right to terminate this or any other contract for noncompliance of the above requests, especially if renters do not follow chauffeurs requests in order to obey the rules in this contract. No smoking is allowed in our vehicles. Any deposits (cash, checks or credit card authorization) will be non-refundable for any reason, if any cancellation occurs from renter's side. Deposits are charged on the credit card you provide with this contract or paid by cash. The purchaser authorizes Royal Limousine to charge any additional charges after they have rendered services to the purchaser's credit card as supplemental charge. Royal Limousine rates are billed, including, applicable fees / taxes and a 20% service charge (tip not included). Service charge includes fuel surcharges, limo supplies, limo clean ups, state regulatory fees, carrier costs and other miscellaneous fees. Service charge is not a TIP/Gratuity. If you feel that you would like to provide an additional gratuity it is at your sole discretion. If, you choose to provide an additional cash gratuity; it is at your sole discretion, and is only in addition to the 20% you have already paid for. You will not receive a full or partial refund for the 20% Gratuity by providing a cash tip to the Chauffeur.

Bus rentals have special regulations: No jumping from top of the seats. No sitting on top of backrest with feet on the seat. Passenger below 21 years of age must have a chaperon that is at least 35 years of age. That chaperon is responsible for all those young passengers, what they do and what they bring on the bus. All bags will be checked when under-aged passengers are coming on board. If we catch any of the under aged passengers with alcohol - job is over and everyone has to leave the vehicle. No refund for breaching a contract. So make sure no under aged passengers have any illegal substances like alcohol, drugs, etc. If you have a mix of adults and under aged passengers - No liquor can be present onboard. There is no smoking of any kind by adults or teens. If you start smoking - job is terminated with no refund. Please have a seat when bus is in motion. We are not responsible for injuries happened to clients while the bus is in motion and people are not sitting in their seats. Customer is fully liable for injuries happened while bus is in motion if not sitting in your seat. Everything in the bus is recorded on a DVR with a few CCTV cameras so we have proof of anything happening on the bus. No horse-playing of any kind. No hanging from the rails (they are there to help you stand up). We are not responsible for any belongings left in the bus while client is not present in the vehicle. No opening of Escape Emergency roof hatch or Emergency exit windows. Penalty is \$150. That endangers rest of the passengers. Please be advised that buses are commercial vehicles and have to take particular routes to get to destinations. It will take longer to get to destinations unlike a car. They have to take special bus routes. Tolls for buses are more expensive than regular cars so don't be surprised. Buses CANT turn onto certain streets or park in certain places. In that case clients have to walk to the nearest location where the bus is allowed to stand. Buses CANT idle anywhere in NYS or NJ. Bus idling is not allowed so the inside equipment may not be turned on while the bus is standing or parked (no lights, no AC, no heat). Bus bathroom rules: No smoking, No female products allowed in the toilet, No pooping, No vomiting, No dumping of napkins, press foot pedal to flush. Please let all passengers of the bus know of these rules. If you brake these rules - there will be extra fines involved.

As with all contracts, the rental contract between the mentioned person as renter and Royal Limousine is made with the information and the terms given to us. All of the given information from the renter is binding and cannot be changed without Royal Limousine acceptance. If the contract is cancelled or accepted after it is signed, Royal Limousine is still authorized to collect the remaining balance in full, if the car was not re-rented again on the cancelled date for the same or higher amount. The credit card holder gives authorization to use the credit card information over the fax or internet in combination with a signed contract. Proof of identity of the purchaser using said credit card must be supported by the signed contract / credit card authorization via fax or in person. At time of pickup we need the credit card, state identification of the purchaser that authorizes the transaction for the signed contract. If the purchaser cannot provide all of the above items at the time of pickup, Royal Limousine will not start the job, as we have no proof of the legal possession of the credit card. Therefore the risk of not getting paid will give us the right to cancel the contract. The purchaser is still fully responsible to pay the total amount as he failed to provide the above requirements. Contracted price is set for contracted pickups, addresses, time and number of passengers. As indicated in the contract, any extra passengers traveling in the vehicle maybe subject to extra charge.

After Royal Limousine receives a contract via fax, all information will be checked and we will call you to confirm the information and let you know if you are confirmed for the reservation. It is of particular importance that the purchaser makes allowances for anticipated delays and adheres to the agreed time schedule. Royal Limousine cannot guarantee the availability of overtime since vehicles may have other prescheduled pickups after the job (contract) is finished. Overtime is being charged in 1 hr increments and it has to be paid before the overtime starts. In the event that the purchaser wants to change the time of the itinerary, they may do so, only if Royal Limousine can accommodate other clients that booked with Royal Limousine prior to or after the said time. The purchaser further agrees to pay additional charges incurred such as overtime, tolls, parking etc. If customer fails to show at designated pick up location (NO SHOW), he/she is responsible for the full payment. On all reservations you will be considered a no-show at 60 minutes past your scheduled pick-up time; if you have not met your Chauffeur or contacted us by phone, you will be charged in full for the reservation. To avoid being charged as a no-show, contact Royal Limousine or the driver by phone at the beginning of the job. On all the Point to Point transfers Royal Limousine provides up to a 10 minute grace period at pick-up; before wait time charges apply at the hourly rate of the vehicle + 20% service charge billed in one hour increments. Royal Limousine is not responsible for traffic encountered during vehicle rental time and any delays caused by directions instructed to the driver by passengers.

Royal Limousine is not responsible for items that are left in the vehicle, lost, stolen or damaged. Royal Limousine reserves the right to charge a delivery fee for returning lost items if found. The rate will be equal to the rate of a point to point transfer to your location. Royal Limousine Chauffeur's will assist with luggage at a client's request, but assume no liability for doing so.

You have 1 moth to cancel a contract at no charge (you just loose the deposit). Cancellations made within less than 1 month will be charged a full remaining balance of the contract. Cancellations have to be written and submitted to us by fax and have to be confirmed by our representative that it was received. If any payment due hereunder will be unpaid (10) ten days after the due date, hereon Royal Limousine will have the right to add and collect late charges with interest at maximum rate allowed by law. All such sums are due and owing with any other expenses, (filing fees, court cost, and reasonable attorney fees, etc.). Necessarily injuries by reason of such non-payments, I the credit card holder / purchaser / renter agree to pay Royal Limousine upon signing of this contract. I am satisfied with the terms and conditions above and fully understand and agree. If, for any reasons, I am not fully satisfied with the services I receive, I have 10 hours after the completion of the job to file a complaint in writing. If Royal Limousine does not receive my written complaint in the above stated timeframe, I agree that there is no valid complaint and I am fully satisfied with the services I received. Filing a written complaint, insures both parties, that it is fully understood what the problem was, and should help Royal Limousine to assist the purchaser in any kind of reimbursement. The purchaser will be contacted within a week of the complaint to settle the matter. I understand that this is a separate case from the main contract and therefore have no dispute in general against Royal Limousine and the payment I authorized.

Since Royal Limousine offers high-tech-equipped vehicles, sometimes heat and excessive use of all power-operated equipment might be subject to temporary failure. This will of course not interfere with the safety of the vehicle itself and therefore will have no effect on continuing or paying of the contracted trip. Royal Limousine guarantees, that all our vehicles are constantly checked to keep the highest possible standards and eliminate such failures as much as possible. In case of a reservation of an Antique car, sometimes these vintage cars brake down without our knowledge. Because of the age of the vehicle, we can not control the break downs on these old vehicle. If such case happens, we will try to replace the car with a car of equivalent value. Royal Limousine agrees to send the requested vehicle as offered in the contract. We have the right to upgrade the vehicles or switch the vehicles in case of emergency breakdown or if vehicles were in accidents. As stated, this will only happen in emergencies, and to upgrade, never downgrade. If no upgrade is available, Royal Limousine gives the customer the right to downgrade the vehicle and receive additional discounts if wanted. No additional charges will occur on customer side if upgrade is made without customer request. If switching occurs in the same category, or upgrades are made, it will not affect the contract and / or payment of contract. Customer's therefore accepts that replacement limousine may be substituted if contracted limousine becomes unavailable for any reason. If any of our above guarantees or contracted terms cannot be met due to conditions outside of our control, including weather, accidents and any other acts of god, including, but not limited to traffic congestion, road closures, accidents, flight delays, weather delays, road closures etc., we will use our best efforts to notify the customer of these conditions and resulting delays or changes. Royal Limousine reserves the right to terminate any reservation without refund, if the Operator or the Dispatcher on duty feels that the Renter and /or Party of the Renter is putting the Operator or the mode of transportation or the Renter/and/or Party of the Renter in danger of injury. Or, if the Renter and/or Party of the Renter are in the possession of any illegal material and/or substance, this service will be canceled without refund. This is without exception.

In case of non-payment or any disputes of charges resolved from things like damaged car or overtime, etc, I Agree and fully authorize the charges to be put on my credit card provided above. I understand these terms and conditions and fully agree to them by signing below.

Signature \_\_\_\_\_

Full Name – PRINT \_\_\_\_\_

Date \_\_\_\_\_

