

# Lana's Limo

## TERMS AND CONDITIONS

### BILLING

- All reservations are billed to the customer's credit card or corporate account numbers that have been registered on file.
- All charges include 20% gratuity, 2.5% Workers Comp. Fee, 5% Fuel Surcharge, 8% STC Surcharge, taxes and tolls if applicable. (Subject to Change)
- All published rates are subject to change without notice.
- A 20% non-refundable deposit is taken for all specialty vehicles at the time of booking.
- For Town Car & SUV time jobs with a 3 hour minimum, a 20% deposit is taken at the time of booking. In order to not lose the deposit, any cancellations must be made at least 48 hours prior to the date/time of pick up.

### CHANGES

- We can be reached 24/7 at our toll free number 877-692-5262 or our local number 914-831-2023 with any questions or changes to reservations.
- Please allow ample time for itinerary changes so we can adjust your reservations without charge.
- All SUVs and Town Cars must receive a 3 hour notice for a change, if the reservation is in NYC.
- If the reservation is out of NYC, a 5 hour notice is required.
- All changes for limousine rentals must be made 48 hours in advance.

### WAITING TIME

- There will be 15 minutes of free waiting time on all pick-ups.
- For airports, waiting time for domestic flights consists of 30 minutes of free waiting time after the flight lands.
- On international flights, there is 45 minutes of free waiting time after the flight lands. This can be extended to 1 hour for a \$10.00 charge.
- Following the free waiting time, there will be a charge of \$60.00 per hour, or portion thereof, for fixed rates.
- For hourly rates, the waiting time will be based on the hourly rate of the vehicle reserved.

### CANCELLATIONS AND NO SHOWS

- For Town Car rentals in NYC, a 2 hour notice must be given for a cancellation.
- For Town Car rentals out of NYC, a 3 hour notice must be given for a cancellation.
- For SUV rentals in NYC, a 3 hour notice must be given for a cancellation.
- For SUV rentals out of NYC, a 5 hour notice must be given for a cancellation.
- For all limousine rentals, a 7 day notice must be given for cancellations.
- Any cancellations for bookings for weddings, proms, and sweet sixteens must be made at least 7 days in advance.
- In order to ensure you receive a cancellation confirmation email, all cancellations must be made via telephone or email.
- All general deposits are nonrefundable.

## LOCATING YOUR CHAUFFEUR

- If you cannot locate your chauffeur, please call our office.
- We are available 24/7 at our toll free number 877-692-5262 or our local 914-831-2023.
- If you leave without contacting our office, you will be charged the full fare.
- If you are being picked up, curbside, from an airport, we will email you the chauffeur's number or your chauffeur will text you with his direct number for easy contact.

## TRAVEL DELAYS

- Unfortunately, frustrating flight delays are a common occurrence while traveling, particularly during bad weather. We use all available technology to ensure we have accurate data for your flight arrival.
- However, information regarding your flight is often not available until your chauffeur is already at the airport. This may result in excessive wait times.
- In these circumstances, we must charge "wait time" to ensure the chauffeur will be there when you finally arrive.
- If your flight is diverted to another airport please contact us as soon as possible if you want to release the driver or let him wait for your arrival.
- To minimize these charges, please contact us as often as possible with updates regarding your arrival time.

## HOLIDAYS

- A 25% holiday surcharge, based on the fare, stop and waiting time, will be charged to all trips occurring on:
  - New Year's Eve and Day
  - Fourth of July
  - Thanksgiving Eve and Day
  - Christmas Eve and Day

## OTHER

- Lana's Limo Inc. shall not be liable for circumstances beyond its control including but not limited to weather, road conditions and breakdowns.
- Lana's Limo Inc. assumes no responsibility for lost or damaged baggage, personal belongings, or any items left in the vehicle.
- The client assumes full financial liability for any damage to the vehicles caused during the duration of the rental by them or any members of their party. All damages to the vehicle will be charged to the client credit card on file. A fee of \$100.00 for each carpet or seat burns in town cars and SUVs. A fee of \$250.00 for each carpet or seat burns in limousines. Sanitation fee for vomiting is \$250.00. Damages to TV's, Radio or DVD Player fee is \$400.00.
- Illegal drug use is prohibited by law. Consumption of alcohol by minors is prohibited by law. Any fines will be paid for by the customer. The driver has the right to terminate any run without refund if there is blatant indiscretion of any rules or laws on the part of the client. It is illegal to stand through the sunroof or while the vehicle is moving. Smoking is not permitted in all of our vehicles and is prohibited by law.

**LANA'S LIMO INC. RESERVES THE RIGHT TO CHANGE ITS TERMS AND CONDITIONS AT ANY TIME WITHOUT GIVING PRIOR NOTICE. ANY TERMS AND CONDITIONS NOT INCLUDED ON THIS PAGE ARE SUBJECT TO THE SOLE DISCRETION OF LANA'S LIMO INC.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_