

CUSTOM LIMOUSINES

General Reservation Policy & Cancellation Terms

I AGREE TO FOLLOW AND COMPLY WITH THE FOLLOWING TERMS & CONDITIONS.

I PROMISE TO PAY FOR THE LIMOUSINE SERVICE CHARGES PROVIDED AND SET FORTH HEREIN, INCLUDING ANY DAMAGE TO OR EXCESSIVE USE OF THE HIRED VEHICLE.

AIRPORTS:

WHILE CUSTOM LIMOUSINE, INC TRIES TO VERIFY ANY ARRIVALS AND DEPARTURES BEING DELAYED, IT IS THE RESPONSIBILITY OF THE CUSTOMER TO NOTIFY CUSTOM LIMOUSINE, INC. NO LESS THAN 2 HOURS BEFORE PICK UP TIME ON ANY AND ALL DELAYS IN FLIGHT ARRIVALS AND/OR DEPARTURES. IF A CUSTOMER NOTIFIES CUSTOMER LIMOUSINE, INC WITH LESS THAN 2 HOURS FROM PICK UP ADDITIONAL CHARGES MAY BECOME DUE. IF PASSENGER/CUSTOMER IS A NO SHOW, THERE WILL BE NO REFUNDS GIVEN. YOUR CHAUFFEUR AND LIMOUSINE WILL BE WAITING FOR YOU OUTSIDE THE GATE AT THE AGREED TIME OF SERVICE. YOUR CHAUFFEUR WILL HAVE SIGN BOARD WITH YOUR NAME ON IT. THIS WILL ALLOW AMPLE TIME FOR YOU TO COLLECT YOUR LUGGAGE. IF YOU CANNOT LOCATE THE LIMOUSINE, OR YOUR CHAUFFEUR, PLEASE CONTACT CUSTOM LIMOUSINE INC IMMEDIATELY AT 1-888-441-2674.

PREPAYMENT: I FURTHER UNDERSTAND THAT A NON-REFUNDABLE PREPAYMENT OF AT LEAST 50% IS REQUIRED TO RESERVE A LIMOUSINE. FURTHERMORE ALL PREPAYMENTS AND PAYMENTS MADE TO CUSTOM LIMOUSINE, INC. ARE NON-REFUNDABLE, AND ANY REMAINING BALANCE WOULD BECOME DUE IMMEDIATELY IN THE EVENT OF ANY CANCELLATION BY THE CUSTOMER. I AGREE THAT ALL UNPAID BALANCES WILL BE PAID IN FULL ON OR BEFORE SCHEDULED SERVICE DATE. IF BALANCE REMAINS UNPAID I AGREE THE SCHEDULED LIMOUSINE SERVICES MAY BE CANCELLED AT THE DISCRETION OF CUSTOM LIMOUSINE INC. AND I FORFEIT ANY PREPAYMENTS MADE. I AUTHORIZE CUSTOM LIMOUSINE, INC. TO CHARGE MY CREDIT CARD FOR ANY UNPAID BALANCE.

RETURN POLICY IS WE DO NOT GIVE CASH, CHECK OR CHARGE REFUNDS. STORE CREDITS WILL ONLY BE ALLOWED 72 HOURS PRIOR TO THE EVENT. OVERTIME PAST THE ESTIMATED TIME SHOWN ON THIS CONFIRMATION IS BILLED IN PRORATED HALF-HOUR INCREMENTS BASED ON THE RATE SHOWN ABOVE, EXCEPT ON SINGLE-HOUR TRANSFERS, WHERE THE RATE IS DISCOUNTED TO THE PRORATED 2-HOUR RATE. TIME RESERVED WILL BE BILLED AS SHOWN ON THIS CONFIRMATION. THERE ARE NO REFUNDS OR ADJUSTMENTS TO THE TOTAL PRICE FOR TIME NOT USED ONCE THE RESERVATION STARTED.

CHANGE OF TIMES: I AGREE THAT THERE IS AN ADMINISTRATIVE CHARGE OF \$25.00 TO CHANGE THE PICK UP/DROP OFF TIME(S) AND OR DATE(S). I ALSO UNDERSTAND THAT A CHANGE OF TIME(S) AND OR DATES IS SUBJECT TO AVAILABILITY. CHANGE OF TIME(S) IS DEFINED AS CHANGING THE TIME OF A PICK UP OR DROP OFF, AFTER THE AGREEMENT IS MADE, BUT BEFORE THE DATE OR TIME OF SERVICE.

EXTENDED TIMES FOR ALL LIMOUSINES MUST BE CLEARED WITH THE CHAUFFEUR IN ADVANCE AND ARE SUBJECT TO AVAILABILITY. EXTENDED TIME RATES ARE BASED ON THE SAME RATE AS STATED IN THE AGREEMENT.

DELAYS: FURTHERMORE I AGREE THAT ANY DELAYS CAUSED BY WEATHER AND TRAFFIC CONDITIONS ARE NOT THE RESPONSIBILITY OF CUSTOM LIMOUSINE, INC.

DRIVE TIME: TIME STARTS WHEN WE PICK UP AT THE FIRST LOCATION AND STOPS ON THE LAST DROP OFF. HOWEVER IF THE FIRST PICK UP LOCATION OR LAST DROP OFF LOCATION IS OUTSIDE THE KANSAS CITY METRO AREA ADDITIONAL TRAVEL TIME CHARGES WILL APPLY. OUT OF TOWN TRIPS ARE CHARGED ROUND TRIP.

SUBSTITION: I AGREE THAT IT MAY BE NECESSARY TO SUBSTITUTE A SELECTED VEHICLE, WHICH WILL BE AT THE DISCRETION OF CUSTOM LIMOUSINE, INC. CAUSE FOR SUBSTITION MAY INCLUDE BUT NOT LIMITED TO MECHANICAL BREAKDOWNS OF SELECTED VEHICLE.

SMOKE FREE I FURTHER UNDERSTAND THAT THESE ARE NON-SMOKING VEHICLES AND NO PERSONS ARE ALLOWED TO SMOKE IN THE VEHICLES. FAILURE TO COMPLY WILL RESULT IN A \$100.00 CLEANING CHARGE PAYABLE ON DEMAND. FAILURE TO PAY SAID CHARGE WILL RESULT IN IMMEDIATE TERMINATION OF SERVICE WITH NO REFUNDS.

SUNROOFS: NO PASSENGER MAY STAND OUT OF THE SUNROOF. STANDING OUT OF THE SUNROOF IS AGAINST THE LAW AND VIOLATORS WILL FACE FINES BY THE POLICE AND ARE RESPONSIBLE FOR ANY DAMAGES CAUSED TO OUR VEHICLES. LOST OR STOLEN ITEMS ARE NOT THE RESPONSIBILITY OF CUSTOM LIMOUSINE, INC. IF ANY ITEM IS FOUND IN THE VEHICLE IT WILL BE HELD AT OUR OFFICE FOR A PERIOD NO LONG THAN THIRTY DAYS. IT IS THE CUSTOMERS RESPONSIBILITY CALL OUR OFFICE TO ARRANGE A TIME TO PICK UP ANY LOST ITEMS.

DAMAGES: I AGREE THAT THERE WILL BE A MINIMUM CHARGE OF \$100 FOR THE REPAIR AND/OR GENERAL CLEANING OF THE VEHICLE REQUIRED FOR EXCESSIVE USE OF THE HIRED VEHICLE. I FURTHER AGREE THAT ANY DECISION AS TO ANY EXCESSIVE USE RESTS SOLELY WITH CUSTOM LIMOUSINE, INC. I UNDERSTAND THAT EXCESSIVE USE MEANS WEAR AND TEAR CAUSED BY ANY PASSENGER ON THE INTERIOR AND/OR EXTERIOR OF THE HIRED VEHICLE OTHER THAN NORMAL WEAR AND TEAR DURING THE USE AND RENTAL OF THE VEHICLE. AN ADDITIONAL CHARGE MAY ALSO BECOME DUE FOR DOWNTIME OF THE VEHICLE, WHILE REPAIRS ARE BEING MADE.

GOVERNING LAW: THIS AGREEMENT, AND ITS INTERPRETATION, AND IT'S PERFORMANCE SHALL BE GOVERNED BY THE LAWS OF THE STATE OF KANSAS, AND UNITED STATES OF AMERICA. VENUE FOR ANY ACTION ARISING FROM THIS AGREEMENT OR ITS PERFORMANCE SHALL LIE IN WYANDOTTE COUNTY KANSAS.

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