

# USA Coach Limousine

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## Terms and Conditions

### Payments

The customer understands and agrees that all charges are assessed by USA Coach Limousine (“USACL” thereafter).

USA Coach Limousine accepts the following Cards

- ✓ American Express
  - ✓ Discover Card
  - ✓ MasterCard
  - ✓ Visa
  - ✓ Cash
- Applicable taxes will be charged as required.
  - All published rates are subject to change without notice. Current rates are confirmed at the time a reservation is made.
  - 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 USACL, payment by customer shall constitute customer’s acceptance of and agreement to this contract.

### Fees

#### Wait Time

- Our grace period is defined as fifteen (15) minutes beyond the scheduled pick up time. Exceeding the grace period will result in wait time charges. Wait time will be charged at \$1 a minute (sedans), \$2.00 a minute (SUV Stretch limos) and \$3.00 a minute (party bus) for the first hour. After one hour wait time incurred, trip becomes a two hour minimum.
- Any schedule changes/delays made within two (2) hours of the scheduled pick-up time will result in wait time charges starting at the scheduled pick-up time.
- USACL is able to monitor all commercial flights, therefore, wait time is not charged for any passenger arriving on a commercial airline.
- USACL 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 15 minutes.
- USACL 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 15 minutes.

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## **Stops**

- Passenger requested stops on route during a point-to-point reservation will be charged.
  - \$15 Sedans/SUV
  - \$25 Stretch Limousines
  - \$35 SUV Stretch Limousines
  - \$75 Party Bus
- Stop times 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.

## **Weekend Minimums** (Friday & Saturday)

- Certain vehicles including SUV Stretch Limousines, Luxury (Limo) Buses, are billed a four (4) hour minimum charge on all As Directed (Hourly) priced trips that occur on Fridays and Saturdays.

## **Disputes**

- 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 USACL. In the event you contest a credit card charge, or USACL is required to file any type of rebuttal, a 50.00 Administrative fee will be applied to the credit card used for transportation

## **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

## **Rate Changes**

- All prices are subject to change without notice

## **Gratuity**

- USACL applies a mandatory gratuity of 20%.

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## Tolls

- Tolls are estimated, not actual amounts. USACL reserves the rights to modify its toll rate at our discretion

## No Show

If the passenger fails to be at the designated pickup location (no-show). If for any reason you cannot locate your chauffeur, call USACL 855-312-5466. To avoid being billed as a no-show, do not leave your location without contacting Dispatch. You must contact us by phone.

## Cancellations

- An Early Morning Trip with a pickup time before 9 a.m. is usually dispatched by 9 p.m. the preceding day. All other trips are usually dispatched 2 to 4 hours prior to pickup time.
- RESCHEDULING OF AIRPORT SERVICE is possible at no extra charge, as long as rescheduling is requested before the driver is dispatched.
- CANCELLATION OF AIRPORT SERVICE: THE FULL FARE will be charged for cancellations in the two 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 USACL 855-312-5466. To avoid being billed as a no-show, do not leave your location without contacting Dispatch. You must contact us by phone.
- CANCELLATION OF CHARTERED SERVICE:
  - A minimum of 7 days notice is required for cancellation of all charter arrangements (e.g. charter service, point-to-point reservations) to avoid the charge of the full fare plus 35% service charge. A non-refundable 35% deposit is taken on all charters.
  - Proms, Quinceanera, and Weddings: All prom, Quinceanera and wedding reservations are non-refundable and cannot be cancelled. The full fare will be charged even if the service is not completed at the request of the passenger.
- USACL is not responsible for service delayed or not rendered due to Mother Nature or to circumstances beyond our control.
- USACL does not guarantee vehicle availability or pricing for reservation changes.

## Vehicle Damage

- 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. **The customer accepts a minimum financial responsibility of \$300.00 for**

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**any physical damage** and any repairs resulting 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 USACL.

- USACL reserves the right to charge a clean up fee. **The minimum fee is \$300.00 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.
- **Smoking is 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 \$100 charge per cigarette is automatically charged.

## Conduct of Passengers

- USACL has a zero tolerance policy for possession of illegal substances in the vehicle. The possession or consumption of alcoholic beverages by any passenger **under the age of 21 is prohibited by law.** Any breach of this policy will result in immediate termination of services and payment due in full for entire reservation. Driver may terminate services immediately or 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 USACL deems valid, no refund of money will be made. USACL reserves the right to refuse service as it deems appropriate.

## Special Cleaning

- 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 to cover additional time, material and resources.

## Personal Items

- USACL is not responsible for lost items or damage to items during transit.

*I, the client, understand and agree to the above terms and conditions. If I or anyone in my party should default on any of the above terms and conditions, the charter will be immediately terminated and the full contracted costs will be due. I take full responsibility for any attorney or collection fees needed to recover damages cause by myself or anyone in my party*

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