



## **Policies & Procedures**

This agreement is a CONTRACT between Charlotte Luxury Transport LLC (CharlotteLUX Executive Car Service) and the customer for hire of the limousine/car/bus service and pertains specifically to the performance by the customer in the limousine.

All reservations are charged a non-refundable deposit of 50% to secure the reservation. Any overtime charges will be run up to 48 hours after the reservation is completed.

Any changes to pick up time within 48 hours may be subject to charges from original pick up time at the discretion of CLT.

CLT is not liable in the event of mechanical breakdown while on charter and will only be responsible for making up lost time at a mutually agreed date. The client assumes full financial liability for any damage to the limousine caused during the duration of the rental by them or any members of their party.

A fee of \$250.00 for each carpet or seat burn OR excessive clean up due to spills on carpet or seats. Sanitation fee is \$350.00 for anyone who loses their control of bodily functions in the vehicle for hire.

No Drugs or Alcohol allowed except Beer, Wine or Champagne when all passengers are 21 or older in North Carolina. South Carolina is a No Open Container State in any type vehicle. All CLT vehicles are Non Smoking. Any law enforcement fines issued to the driver or passengers dealing with Alcoholic beverages will be paid for by the customer.

The driver has the right to terminate run without refund (if there is blatant indiscretion on the part of the client(s)).

Wait-time charges are applicable on point to point transfer reservations. We have a 15 minute grace period. After which a \$20 wait fee is applied and \$1.5/minute added thereafter. These charges are the minimum and are subject to be higher with larger vehicles.

Overtime charges will be applied in one hour increments after prearranged time has expired.

Not responsible for delays or the termination in winter caused by unsafe road conditions (ie. not salted, accidents, etc.).

CLT is not responsible for articles left in the vehicle/limousine.

Receipt of this confirmation in any form, Ex. email/US Mail allows Charlotte Luxury Transport LLC to run the balance due and any overtime on the credit card given at time of reservation or any 3rd party credit card if all amounts due are not paid to the driver in cash.

Cancellation of your event/concert does not change our cancellation policy.

All reservations are charged a 50% non-refundable deposit to secure booking. Cancellation of a reservations prior to 7 days before pickup date are eligible for any deposits made over 50%. Reservations cancelled within 7 days of the pickup date are not eligible for any sort of refund.

Reservations rescheduled prior to 7 days before the event will not constitute a rescheduling fee. Reservations rescheduled within 7 days of the event will be charged a \$50 rebooking fee. Reservations rescheduled within 72hrs of the event will be charged a \$100 rebooking fee. Reservations rescheduled within 24hrs of service will be charged a \$200 rebooking fee.

Quotes expire two weeks (14 days) from the day delivered unless informed otherwise by CharlotteLUX Executive Car Service.