

# STELLA'S LIVRY TERMS & CONDITIONS

If you are a International traveler please check out this very helpful app  
Streamline your U.S. entry  
Mobile Passport Control streamlines your U.S. Customs and Border Protection processing experience. Simply fill out your profile and answer CBP's ques - then go straight to the "Mobile Passport Control" lane at the airport.

<http://play.google.com/store/apps/details?id=gov.dhs.cbp.pspd.mpc>

## TERMS AND CONDITIONS:

CREDIT CARD TRANSACTIONS HAVE 4% FUEL SURCHARGE.  
CASH, CHECK, ZELL OR VENMO PAYMENTS ARE EXCLUDED FROM THIS CHARGE.

PROOF READ YOUR INVOICE FOR ACCURACY, WE ARE NOT RESPONSIBLE FOR MISSED ERRORS.

PLEASE WHEN TIPPING YOUR DRIVERS, TIP EACH TRIP INDIVIDUALLY AS YOU MAY NOT HAVE THE SAME DRIVER ON THE RETURN.

GRATUITY:: INDUSTRY STANDARD GRATUITY IS 20% YOU CAN ADD THE GRATUITY ON YOUR CREDIT CARD OR CASH TIP YOUR DRIVER. IF YOU DO NOT TIP YOUR DRIVER, OR SHORT TIP THE DRIVER DUE TO SUBPAR SERVICE PLEASE CONTACT THE OFFICE WITHIN ONE HOUR OF BEING DROPPED OFF TO INFORM THE OFFICE OF A PROBLEM.

## CANCELLATIONS:

ALL CANCELLATIONS AND CHANGES IN YOUR FLIGHT ITINERARY MUST BE SENT VIA EMAIL TO [stellaslivery@gmail.com](mailto:stellaslivery@gmail.com) WE'RE NOT RESPONSIBLE IF NOT NOTIFIED BY EMAIL OF ANY CHANGES. Credit card payments will be refunded minus the credit card processing fee. Diverted flights with under one hour from landing at your scheduled airport may result in a inconvenience fee of \$100.

Additional stops/pick ups that are not listed on the drivers trip sheet are subject to additional charges.

## FLIGHT DELAYS:

We will do our best to accommodate any and all changes but we are not responsible for any delays caused by the airlines or missed flights. Early arrivals will not always be able to be accommodated as we have clients going in to the airport in conjunction with your scheduled arrival time.

If you miss your flight and do not contact us you will be charged the full booking price

Delayed flights arriving past 11 PM are subject to a \$25 surcharge. This does not apply to flights already scheduled to arrive after 11 PM.

## AIRLINE ARRIVALS:

Domestic Flight - Checked luggage - Chauffeur will arrive to limo area 25 minutes following the reported flight arrival time.

International Flight - Chauffeur will arrive to limo area 30 minutes following the reported flight arrival time.

IF YOU DO NOT WISH TO USE THE HOV LANE PLEASE NOTIFY YOUR DRIVER- DRIVERS GENERALLY USE HOV UNLESS DIRECTED NOT TO DO SO.

ALL VEHICLES ARE GPS MONITORED & VIDEO SURVEILLANCE.

THE WEEK PRIOR AND DAY PRIOR TO YOUR PICK UP YOU'LL RECEIVE A TEXT CONFIRMATION. THE DAY BEFORE YOUR RETURN THE OFFICE WILL TEXT RECONFIRMING YOUR PICKUP FOR THE NEXT DAY, THIS MESSAGE WILL BE LEFT ON THE NUMBER YOU PROVIDED AS YOUR CONTACT NUMBER. IF YOU DO NOT RECEIVE CONTACT BY 12PM THE DAY BEFORE CALL OUR OFFICE AT 774-294-3408.

The vehicle will not proceed down any ROAD/DRIVEWAY that may cause damage either to the under carriage or the paint. If the driver feels the path ahead will cause damage to the Vehicles he/she reserves the right not to proceed. This also applies for snow or icy driveways if the vehicle gets stuck on the clients property, the client will be responsible for any damage or tow charges.

WEATHER-TRAFFIC-MECHANICAL RELATED PROBLEMS: If the weather causes a safety risk and we feel the vehicle you reserved would not be safe to send we reserve the right to change to a vehicle that will be safer, and will accommodate the number of people in your party. If your flight or reservation gets cancelled due to weather we will do our best to accommodate your rescheduled arrival if we have availability. We are not responsible for unforeseen mechanical failure, our fleet is maintained but unfortunately mechanical failures do occur. Also, traffic accidents that cause our late arrival are also unavoidable and can't be foreseen. We also reserve the right to have the option of sending a vehicle of equal or greater value if a mechanical problem.

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. A fee of 250.00 or the cost of repairs or replacement of any Spilled liquids or carpet and seat stains. Sanitation fee of bodily fluids is 500.00 or the cost of repairs or replacement. Alcohol Consumption and drug use is prohibited by law. Any fines 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)). Smoking is not permitted in any vehicle.. Not responsible for delays or the termination in winter caused by unsafe road conditions (ie. not salted, accidents, etc.). Not responsible for articles left in the vehicle.

#### Where To Meet Your Driver at Logan Airport

At each terminal there is a "limo stand" designated area by Massachusetts port authority.

#### Terminal Terminal A - Logan Airport

Go outside the baggage claim DOOR A 102, cross over two traffic lanes and walk to the left to Meet your driver at the designated limo stand.

#### Terminal Terminal B - Logan Airport

Pickups are at the arrival level. Go outside the terminal, cross 2 traffic lanes into the garage. There will be a big sign for limos. Driver will be waiting with your name on a sign.

#### Terminal Terminal C

From baggage claim take the elevator to central parking ground level . As soon as you exit you will see the limo pickup area.

#### Terminal Terminal E

#### *Terms & Conditions*

Proceed to the terminal exit. Go outside door E 103 or E 104, cross over two traffic lanes and walk to the left.  
Driver will be waiting for you at the limo stand

Stella's Livery Transportation  
[774-294-3408](tel:774-294-3408)