

TERMS AND CONDITIONS

PROOF READ YOUR INVOICE FOR ACCURACY, we are not responsible for missed errors.

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.

~ TIP ARE GENERALLY NOT INCLUDED ON YOUR INVOICE - INDUSTRY STANDARD TIP IS 20%. WE RECOMMEND YOU TIP YOUR DRIVER CASH, HOWEVER IF YOU WANT TO ADD IT ON YOUR CREDIT CARD THATS FINE.

ALL INVOICES MUST BE PAID PRIOR TO YOUR SCHEDULED PICK UP DATE. INVOICES ARE SENT VIA EMAIL THE WEEK BEFORE YOUR PICKUP AND CAN BE PAID ONLINE

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

TERMINAL E INTERNATIONAL ARRIVALS ARE SUBJECT TO AN ADDITIONAL \$20 PICK UP FEE

PICK UPS AT LOGAN AFTER 1130 PM ARE SUBJECT TO A \$10 SURCHARGE AFTER 12AM \$20 SURCHARGE INCLUDING DELAYED ARRIVALS.

EARLY MORNING PICK UPS BEFORE 259AM ARE SUBJECT TO A \$20 SURCHARGE. PICK UPS BETWEEN 3AM AND 330 AM ARE SUBJECT TO A \$10 SURCHARGE

ADDITIONAL PICK UPS & STOPS ARE SUBJECT TO ADDITIONAL FEES

ALL VEHICLES ARE GPS MONITORED & VIDEO SURVEILLANCE

☆☆☆☆ IMPORTANT INFORMATION ☆☆☆☆

THE DAY PRIOR TO YOUR PICK UP AND 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.

WE RECOMMEND YOU ARRIVE AT THE AIRPORT 2 HOURS PRIOR TO DOMESTIC FLIGHT AND 3 BEFORE INTERNATIONAL FLIGHTS.

TRIPS TO THE AIRPORT - If your driver waits longer than 10 minutes past your scheduled pick up time for you to board the vehicle there will be a \$3 per minute charge. Other clients have reservations after yours and are expecting your driver to be on time for their service, so please be considerate of their time. This charge covers possible outsourcing fees for.

*******CAR SEAT INFORMATION*******

IMPORTANT INFORMATION: If you are leaving a car seat with us you MUST notify the office 774-294-3408 that there is a car seat that will be stored with us and needs to go back in for the return trip pick up. **Car seat must also be tagged by client with name and date of return. It is important and mandatory that you inform our office via phone, NOT your driver. If you do not check in with the office and only inform your driver we can not be responsible if the car seat is forgotten for your return pick up.**

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.