



## Policy and Procedure Agreement

**Please read carefully to avoid any unexpected charges or service interruptions upon reservation and hereafter. Once payment has been made, all terms are assumed to have been understood and accepted by all passengers.**

### **RESERVATIONS**

Our reservationists are available by phone 7 days a week; 10am to 10pm. Call us Toll Free (877) 574-5546 or email any questions or concerns at [scslimocars@yahoo.com](mailto:scslimocars@yahoo.com)

**CHANGES TO RESERVATIONS** Changes are made by calling our office and speaking with a reservationist. Once you confirm the original reservation, you will be asked to provide the updated details for your reservation. If you are changing on short notice, we will do our best to accommodate your request. If we are unable to accommodate your request due to availability, you can keep the original reservation or cancel the reservation. Any time changes made to a reservation on the same day as your reservation will be subjected to additional charges. (I.e. If you have a scheduled reservation at 8:00 AM and would like to change your pickup time to 1:00PM; this is considered cancelling one reservation and scheduling a new one. You may be charged anywhere from 1/2 the full charge to the entire full charge along with the new reservation charge.

### **CANCELLATION/ REFUND POLICY**

A credit card is **required** to make a reservation. Any airport reservation canceled within a three (3) hour period of the scheduled pick-up time will be subject to a full charge for the quoted price including Base Rate, Driver Gratuity, and any accumulated expenses. Any non-airport reservation that is cancelled within a one week (7 days) of the scheduled pick-up time will be subject to a full charge of the hourly rate for the required minimum hours that was agreed upon at the time of booking less the deposit. If outside of the time period, an 80% refund will be returned to your credit card for any prepaid reservations within 10-15 business days. **All required deposits are non-refundable.** When booking a limousine, the client agree to this cancellation policy. Exceptions are only made due to extreme weather conditions resulting in flight cancellations or the inability to traverse the roads.

## **DEPOSITS**

The following services require a **NON-REFUNDABLE DEPOSIT** at time of booking: Hourly services, Proms, Traveling night out on the town, Concerts, Tours, Weddings, or Special Events in any of our vehicles. Executive mini-coach, party buses and limo buses require a 20% or \$200 deposit, and a \$100 deposit for any other vehicle if the reservation date is outside of a two-week period (14 days). All balances become due if the reservation date is within a two-week period (14 days).

## **AIRPORT ARRIVALS**

We constantly monitor the flight arrival information that you provide to us. Please call our office as soon as possible if there is any change in your flight information. We will meet you upon arrival inside the Terminal on the Ground level near baggage claim. Your chauffeur will be holding an “SCS Limo” sign with your name on it.

Our chauffeurs are ready to assist with your every need.

## **WAITING TIME CHARGES**

**Airport:** There will be no charge for waiting time if you meet the driver within the first 30 minutes after the touchdown of all domestic flights or within the first 60 minutes after touchdown of all international flights. Once the grace period has passed, waiting time will be charged by the vehicle's hourly rate, rounding up in half-hour increments starting from the actual landing time.

**\*\*Airport Delays:** If your flight has been delayed more than 60 minutes from the original scheduled arrival time, you will be charged by the vehicle's hourly rate starting 61 minutes after scheduled pickup time.

**Non-Airport:** There will be no charge for waiting time if you meet the driver within the first 15 minutes. Once 16 minutes has past, waiting time will be charged by the vehicle's hourly rate, rounding up in half-hour increments starting from the scheduled pickup time.

## **NO SHOW POLICY**

**Airport:** If you fail to show up at the scheduled pickup time and/or location for the arriving flight information you provided to us and there has not been any contact with Safe, Comfort & Style Transportation after 30 minutes for domestic flights or 60 minutes for international flights you will be considered a “No Show” and billed the full fee including the base rate, driver gratuity and any accumulated expenses. If you can't locate your vehicle, **DO NOT LEAVE!** Call our office and we will locate your driver and assist you in locating your reserved car.

**Non-airport:** If you fail to show up at the scheduled pickup time and/or location, you will be billed a full charge for the quoted price including base rate, driver gratuity and any accumulated expenses. If you can't locate your vehicle, **DO NOT LEAVE!** Call our office and we will locate your driver and assist you in locating your reserved car.

## **ADDITIONAL STOPS**

Non-scheduled, Additional Stop Charges:

Passenger requested stops on route (non-detour) during a point-to-point reservation will be charged \$50.00 per stop for maximum of ten (10) minutes (for all Limousines and Buses, \$25.00 per stop for any other vehicle), and charges will revert to hourly rate after ten (10) minutes.

Passenger requested stops off route for point-to-point reservations; charges will revert to respective vehicles' hourly rates and minimums.

### **GUARANTEE**

Our service is backed by a satisfaction guarantee. Should you be dissatisfied, please call us. We will do our best to resolve any issues to your satisfaction.

### **DAMAGE**

Customers will be held liable for any damage that they cause to our vehicles including a \$200 carpet cleaning fee, \$250 upholstery repair, \$100 bathroom cleaning fee for any BMs or vomiting, \$150 per custom blind repair fee in some extreme cases. Smoking is prohibited and a \$150 fee will be assessed for any violators. Fighting is also prohibited with a \$250 fee for any proceeding incidents.

### **LIABILITY**

Safe, Comfort and Style Transportation is not responsible for passenger expenses in the event of a mechanical failure. Safe, Comfort & Style Transportation is not responsible for items left in our vehicles; Moreover, we ask our clients to please check the vehicle before you exit out of the vehicle. If something is found, it is entered into our Lost & Found box for 90 days in our secure office until it is claimed.

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