



# NATIONAL LUXURY

Car Service

*Specializing in Washington DC & Baltimore Limousine, Party Bus and Shuttle Service!*

## PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY

These **General Terms and Conditions** lists the terms of the agreement between National Luxury Car Service, LLC and the Client for airport and point-to-point private car, stretch limousine or charter bus transportation, and all other services that we provide. By completing a reservation on [www.nationalluxurycars.com](http://www.nationalluxurycars.com) or with our office staff, you agree to accept the terms and conditions of this agreement, unless otherwise agreed to in advance and in writing.

### Reservations

All clients must be at least 21 years of age upon making a reservation. The client must verify all information pertaining to service including date, time, number of passengers, flight information, drop-off location, and billing information. A minimum deposit is required in order to secure all reservations. This deposit will be non-refundable and will be credited to your reservation's balance. The reservation total must be paid in full 24 hours prior to the expected service time.

### Airport & Point-to-Point Transfers

For airport pickups and drop-offs to and from local airports or point-to-point transfers (local pickups and drop-offs), the transfer rate is based upon service without any associated delay or waiting time exceeding fifteen (15) minutes. Wait time beyond the fifteen (15) "grace" period, extra stops or indirect routing are charged additional. Transfer rates are a function of time, distance and fuel, as a result, billing may revert to hourly service at the prevailing rate.

### Hourly Service

Hourly or "As Directed" services allow for multiple stops and wait time as directed by the client. The vehicle will stay with the client or at their stop locations (as parking availability allows) for the entire rental time.

### Etiquette & Decorum

The customer making the reservation understands he/she will be responsible for making the passengers aware of all rules and policies. Customer agrees to abide by the vehicle capacity and will not exceed it at any time. There will be no smoking in the vehicle at any time. Customer agrees not to carry any illegal drugs, narcotics, or banned substances in the vehicle at any time. Customer agrees if anyone is found using illegal drugs, fighting or causing any sort of rash or inappropriate behavior in the eyes of the chauffeur, the chauffeur is under instruction to terminate the trip and return the all passengers to drop off or pick up location. Underage drinking is absolutely not tolerated. If alcoholic beverages are to be served in the vehicle during service, the client is at all times responsible for the actions of all passengers and guests. This company will not supervise or control the actions of said persons and disclaims any and all responsibility for their acts or omissions. Accordingly, client agrees to indemnify, hold harmless, and defend National Luxury Car Service, its employees, agents, or contractors from any costs, asserted claims, damages, or judgement resulting from the consumption of alcoholic beverages. National Luxury Car Service, LLC is not responsible for any items left behind, damaged or lost during the trip.

### Damage & Excessive Cleaning

Clients shall be liable to all damages sustained inside the passenger area during the client's trip, may it be willfully or accidentally. Drivers will assess the vehicle before and after the trip. Additional charges may be applied to the credit card on file for excessive cleaning and damage. National Luxury Car Service, LLC will notify the client of any applicable charges prior to charging the card on file in the event of any applicable cleaning or damage fees.

**Cancellations**

Cancellation notices may vary due to local conditions (ex: weather), event, vehicle type and market area. We understand that cancellations are sometimes necessary and unavoidable. If cancellation is made within 48 hours of the reservation, any funds over and above the deposit will be refunded or added to billing contact's account to be used for a future charter. Cancellations made within 24-hours of the reservations will be charged full fare, not including gratuity. If there is a situation of a "no-show", the reservation total including gratuity will be charged to the credit card on file.

**Refunds**

Any complaints regarding service must be made within 24-hours after the completion of service in order for management to positively review and investigate. In the event that there is an unexpected vehicle malfunction that is beyond our control, we will put in our best effort to dispatch a replacement vehicle. If the customer refuses a replacement vehicle, no refund be made. If we are unable to provide a replacement in a reasonable amount of time any money paid in advance will be refunded. We will make every effort to timely perform the service for the client. National Luxury Car Service will not be liable for any delays in performance due to causes beyond its control, including delays for traffic or acts of third parties.

**Payments**

Client agrees to pay charges owed based on services performed. National Luxury Car Service accepts all major credit cards, PayPal, money orders, and checks. An additional 3% processing fee is added to all credit card payments. Certified and cashier's checks are accepted up to 24-hours prior to the expected service time. All other checks must be received at least 7 business days prior to the expected service time. In the case of a remaining balance that is the result of overtime, tolls, parking, damage or cleaning fees, the credit card on file will be charged.