



## **PROVIDENT SEDAN & LIMOUSINE SERVICE GENERAL POLICIES**

There are many circumstances that can create the necessity for our chauffeurs to wait for clients. We understand perfectly that there are scenarios which can be controlled by the client, and those that cannot. Therefore, we have two price schedules for waiting time.

Full Rate waiting time charges will be applied at the full regular hourly rate for the vehicle in use on occasions when:

1. The client has exceeded a 15-minute grace period for non-airport pick-ups.
2. The client has changed to a later pick-up time within 4 hours of the previously arranged pick-up time. We will limit this charge to maximum of 1 hour's worth of waiting time.
3. The client has announced an unplanned stop that adds more than five minutes to the trip duration. Additionally, an Extra Stop charge will be levied.
4. The client has exceeded the 30-minute grace period for Domestic airport pick-ups or 75 minutes for International.

### **Cancellation Policy**

1. Any point-to-point trip cancellation received less than four (4) hours prior to the pre-arranged pick-up time will be billed at the full rate of the trip including all expected charges, including service fee.
2. Any cancellation of an "As Directed" or "Wait & Return" type trip billed on an hourly basis, received less than four (4) hours prior to the pre-arranged pick-up time, will be billed at the full hourly rate of the scheduled vehicle times the expected trip duration, including service fee.
3. Cancellations for trips billed on an hourly basis, weddings or a prom where we have collected a deposit, the deposit will be forfeited by the client unless the originally reserved vehicle can be re-booked. If the vehicle is re-booked for the date in question, the deposit will be returned to the party from which it was received after it has been rebooked. All decisions regarding deposit issues are made by upper management and are final.
4. No-Fault cancellations (Defined as: Pre-arranged reservations that must be canceled due to airline flight delays, missed connections, inability of an airline to deliver our client to an airport in our service area, the cancellation of train service, a 9/11 class catastrophe or a death of a client's immediate family member) received within two hours of the original pick -up time, will be billed a \$35 flat fee. No-Fault cancellations received more than two hours in advance of the original pick-up time will not be charged.

### **Holiday Fees**

Holiday fees enable us to offer service on holidays. The charge offers our chauffeurs an incentive to be available on holidays. Without it, we simply could not offer service on those days. The holiday charge is a \$25 additional charge and is applied on the following holidays:

- ▶ New Year's Day, Easter Day
- ▶ Thanksgiving Day
- ▶ Christmas Eve, Christmas Day and New Year's Eve



### **Cleaning Fees or Damages**

Cleaning fees will only be applied if our vehicle is biologically contaminated by any bodily fluid and may include all costs, decontamination and cleaning fees can vary from as little as \$250 to more than \$500 depending on the level and location of contamination.

Deliberate damage to the interior or exterior of any vehicle will be charged at the cost of restoration, plus a 50% service fee.

### **Prom Policy**

All prom participants, regardless of age, are required to submit a parental consent form available from our Special Occasion Coordinator. The consent form includes a definition of acceptable behavior rules and restrictions.

If at any time during a prom trip, our chauffeur observes any breach of prom rules, he is required to terminate the trip immediately, notify the host parent and return all participants to the point of origin. If the chauffeur receives any resistance or argument from the participants or suspects the presence of any controlled dangerous substance, which includes alcohol in this case, he is required to pull to the side of the road, call the police, request a canine search of the vehicle and notify the host parent he has done so and what his exact location is. From there the police will prosecute, to the fullest extent of the law, any participant found to be in possession of any illegal substance.

There will be no refunds if any prom policy rule or restriction is violated.

### **Illegal Substance Policy**

If at any time during any trip, our chauffeur suspects the presence of illegal substances he is required to terminate the trip immediately and is required to pull to the side of the road, call the police and request a canine search of the vehicle. From there the police will prosecute any participant found to be in possession of any illegal substance to the fullest extent of the law.

It should be noted that open container laws regulating alcoholic beverages do not apply to any vehicle that is licensed and registered as a limousine. Though we cannot legally and do not provide any alcoholic beverages, it is legally acceptable to consume alcohol in a limousine AS LONG AS ALL PERSONS in the limousine are above the legal drinking age.

### **Retainers**

All retainers are non-refundable. Should you cancel your charter one week prior to your charter, your retainer will be applied to your next charter. You must reschedule your charter within the next twelve months or your retainer will be forfeited.

### **Identification**

You must have a picture ID and your credit card available at the beginning charter so the chauffeur may verify all contract information.

### **Smoking**

All of our vehicles are non-smoking. If smoking occurs in a non-smoking vehicle the charter will be terminated and no refund will be issued. A \$300 fee will be assessed.

**Motion Sickness**

There is a \$250.00 Minimum clean up fee for motion sickness plus any additional cost due to "down time" such as loss of business.

**Glasses and Decanters**

\$10.00 fee for each broken or missing glass. \$70.00 fee for each broken or missing decanter.

**Damages**

The client will be charged for any damages that are caused by him/her and/or their guest. This also includes the loss of business because of "down time" for repairs.

**Overage**

If charter runs over the scheduled end time an additional half hour will be assessed with payment due at the beginning of that hour. Rates are in half hour increments (minimum). If you feel that your charter may go over please notify your chauffeur as soon as possible. Chauffeurs will handle several assignments through the course of the day. Your vehicle may be scheduled for another charter at the end of yours, thus making your vehicle unavailable for any additional hours for you. The chance of making other arrangements in your favor will increase the earlier you make your chauffeur aware.

**Personal Items**

Provident Sedan & Limousine Service is not responsible for any articles left in the vehicle. Be sure to double-check your vehicle at the end of your charter.

**Chauffeur's Discretion**

The charter may be canceled at any time, at the chauffeur's discretion, if the client and/or guests become unruly or belligerent.

**Retainers**

The charter may be cancelled at any time if one or more terms and conditions of this contract are breached. No refunds will be given for any charter that is terminated for any of these reasons.

**Alcohol**

Alcohol will NOT be consumed by any passengers under the age of 21. If this is found, the charter will be terminated immediately and no refund will be given. Provident Sedan & Limousine Service, by law, is not permitted to provide any alcoholic beverages to our clients - even those of legal age.

**Refunds**

If you have reserved your charter with a minimum retainer, please keep in mind that your retainer is NON-REFUNDABLE, but it is transferable to another date. If you need to change the date of your charter, it must be with in one year of the date that you originally booked the charter. If you paid for your charter in full and up front, than only the amount MINUS your deposit amount will be refunded. Refunds will be given in the form in which they are received.



**Provident Sedan & Limousine Service welcomes several forms of payment.**

**Personal Checks**

All personal checks must be received a minimum of ten (10) BUSINESS days prior to your charter. If we receive it less than 10 business days before your charter, we will contact you to advise that we need another form of payment and your check will be returned to you.

**Debit Cards/Credit Cards**

This is the more convenient way to pay your deposits and balances because this transaction may be done over the phone. You may also use this option when paying less than 7 business days before your charter. We accept Visa, MasterCard, Discover and American Express.

**Cash**

Cash will be accepted as a deposit or to pay a balance. If you are paying your deposit with cash, you must make an appointment to bring it in to our office and your charter will be booked on site. If you are paying your balance in cash, you may bring that into our office anytime before our charter (also by appointment) or you may give it to your chauffeur at the beginning of your charter.