

# Ace Limousine & Airport Service Terms and Conditions

06/01/23

**All deposits made to Ace Limousine & Airport Service are non-refundable and non-transferable. If you cannot locate your chauffeur, please call Ace Limousine & Airport Service at 888-477-2113.**

**Airport Arrivals:** For domestic flights, the chauffeur will meet you at the bottom of the escalator near baggage claim. They will be holding a sign with your name on it. For international flights the chauffeur will meet you in the international hall after you pass through customs. You should receive a text with the chauffeur's name and number upon arrival. Please reach out to chauffeur directly if you need to contact them. If you cannot locate your chauffeur, please call Ace Limousine & Airport Service at **888-477-2113**.

**Airport Procedures:** We offer a 30-minute grace period for domestic flight arrivals, 45 minutes for international flight arrivals, and 15 minutes for FBO and private aviation. For commercial flight arrivals the grace period begins when the plane lands on the ground. If your chauffeur waits longer than the provided grace period wait time charges will apply.

**Airport/Transfer Cancellation Policy:** Sedans, SUVs and Vans require cancellation 6 hours prior to the scheduled service for the local Philadelphia area for no penalty. Pick-ups outside of the local Philadelphia area like EWR, JFK or NYC require cancellation 8 hour in advance for no penalty. If cancellations are not made within the allotted time, it will be considered a late and billable cancellation and the reservation will be charged in full.

**Wait Time Charges & Stops:** After the 15 minutes grace period is over, the client will be charged wait time in 15-minute increments according to the vehicle size. Additional stops for flat rate service en route to the final destination are \$21 for sedans, \$28 for SUVs, and \$35 for Vans. Additional stops in other vehicles and all stops that are not en-route to the final destination will be billed in by accounting accordingly.

**Wedding Reservations:** For wedding reservations, we require a 30% non-refundable deposit with the final payment due 1 week prior to service by check or bank transfer/Venmo. A final payment reminder will be sent via email 14 days prior to service with the instructions to make the payment. 72 hours prior to service, we will reach out to you directly via phone/email to reconfirm the wedding details. On the date of service, you will receive a text message from the chauffeur when he is on the way and upon arrival with his name and phone number. Payment is due in full for cancellations within 90 days of the trip date.

**Hourly Reservations:** For any hourly reservation in any vehicle, we require a 30% non-refundable deposit with the final payment due 48 hours prior to service or directly to the chauffeur in cash at the start of service. Any cancellation within 14 days will be considered a billable cancel with payment due in full and the deposit is non-transferable to a new date.

**Incidental Hold:** For any hourly reservation, wedding or charter, we reserve the right to authorize a hold of \$250-\$500 on a credit/debt card to cover any damages to the vehicle or overtime incurred during the trip. The hold will be removed after the vehicle is returned with no damage or overtime.

**No Show Policy:** In the event that the passenger does not show up at the designated pickup location the ride will be considered a "No Show" and the reservation will be charged in full.

**No Smoking Policy:** Smoking is not permitted at any time in any vehicle. If there is an odor of smoking or smoking inside any vehicle there will be a \$1,000 charge and the service will be terminated immediately with no refund.

**Sanitation Policy:** The sanitation fee for bodily fluids or excessive cleaning in our buses is \$1,000 minimum and can vary for each incident and a \$250-\$750 sanitation fee for bodily fluids or excessive cleaning in any other vehicle.

**Damage Policy:** The client assumes full financial liability for any damage to the vehicle caused during the duration of the rental by them or any members of their party.

**Bluetooth/Radio:** Our limousine-style vehicles, including the Stretch Limousine, Sprinter Limousine and Party Bus, all have Bluetooth capabilities. However, for guaranteed quality sound output, **we highly recommend bringing a USB cord for direct connection.** Should the amplifier become overloaded due to audio being played too loud, it will result in the radio turning off automatically. For Sedans, SUVs, Vans, Shuttle Buses, and Coach Buses a USB cord is required to play audio in the rear.

**Child Safety Seats:** We only carry booster and toddler seats, no infant seats. **Due to liability restraints, NO driver will be allowed to secure the seat into the vehicle.** Parents/guardians must secure the seat into the vehicle at the pick-up location. All child safety seats meet all national safety guidelines and requirements. The fee for these seats are \$25.00 per seat.

**Service Animals:** In accordance with the Americans with Disabilities Act (ADA), we proudly welcome all service animals, specifically dogs, that are individually trained to perform tasks or provide assistance to individuals with disabilities. All other non-service animals must be approved at the time of booking.

**TVs/Voice-Audio:** To use any TV or Microphone, in any vehicle, we require a 72-hour notice. The TVs are only equipped to play DVD's. You cannot play music while playing a DVD. Unfortunately, you're unable to play karaoke, or gaming systems using the TVs.

**SMS Notifications:** By receiving this contract, you are agreeing to opt-in to receiving text notifications from our system for driver updates, billing and administration purposes.

To use the TV's or Microphones, in any vehicle we will need a 72-hour notice. Any downgrade to a smaller or different vehicle type is considered a cancellation and the deposit is non-transferable or refundable. We reserve the right to substitute equipment whenever necessary and do not guarantee any colors or specific numbered vehicles. For missing or damaged auxiliary cords, champagne glasses or rocks glasses, there will be a \$10 charge per item. Alcohol consumption by minors and drug use by anyone is prohibited by law. The driver has the right to terminate the run without refund (if there is blatant indiscretion on the part of the client(s)). Not responsible for articles left in the vehicle. Not responsible for delays or the termination in winter caused by unsafe road conditions, unforeseen mechanical failures, or situations deemed an "Act of God". The company is not liable in the event of mechanical breakdown while on charter and will only be responsible for making up lost time at a mutually agreed date.