

## **Terms & Conditions**

At [Sam Limo Of Nashville LLC](#) we take care to provide our clients with the highest quality transportation services personalized for their unique needs. We are available to you 24/7/365 .Our staff members are professional. Our service type is Driven With Protection, Safety, Comfort, and Privacy Is Our Priority .

Unless otherwise agreed to in writing, the following Terms & Conditions apply. Total charges incurred are to be paid in full 48 hours prior to the event unless approved in advance or there is an existing corporate billing account on file. [Sam Limo Of Nashville LLC](#) accepts VISA, MasterCard, Discover and American Express credit cards. Cash may also be accepted, subject to an authorized credit card guarantee and identity validation for security purposes. No checks will be accepted. Additional ID verification may also be necessary.

### **Airport Transfers**

[Sam Limo Of Nashville LLC](#) provides a flat rate for most domestic and International commercial airport pickups and drop-offs to or from Nashville Airports. Commercial airport transfer rates are based upon pickup and drop-off distance without any associated delay or waiting time exceeding (30) minutes. (See wait time section) Add \$30.00 to baggage claim meeting. Your vehicle is dispatched according to the flight's estimated time of arrival as provided to [Sam Limo Of Nashville LLC](#) (We are not responsible for delays caused by the airline's automated system or otherwise). All balances are due prior to or at the time of pick up. Any additional charges occurring during the trip will be assessed at final billing.

### **Point to Point Transfers**

[Sam Limo Of Nashville LLC](#) may provide point-to-point transfer rates for local pickups and drop offs. Wait time beyond the (15) minutes (grace) period as well as for extra stops or indirect routing may accrue additional charges. (See wait time section) Transfer rates are a function of time, distance, and zone locations.

### **Hourly Service**

[Sam Limo Of Nashville LLC](#) provides an hourly rate for all other services based on a ( 4 ) hour minimum charge, unless otherwise arranged and stated in writing prior to date of

service. A ( 4 ) hour minimum charge non- refundable fee is due at the time of reservation. Hourly or (As Directed) services allow for multiple stops as directed by the client. Vehicle will stay with the client or at their stop locations (as parking availability allows) for the entire rental time. Travel time may be charged and is made a part of the respective hourly minimums. All sporting events, concerts, shows, and out-of-city trips are (4) hour minimums. Refer to cancellation policy for any questions on canceling.

### **Wait Time/Overage**

point-to-point Sam Limo Of Nashville LLC allows (15) minutes of courtesy wait time for point-to-point transfers. and will charge \$30.00 every 15 minutes up to 1 hour. After 1 hour waiting time will changed to hourly rate ( 3 hours minimum ) our driver is waiting beyond the courtesy time of the scheduled pickup time. For example: Client has a point-to-point scheduled pick up time of 2pm. Clients does not enter the vehicle until 2:45pm. Client will be charged an additional \$60.00 after that will changed to hourly rate ( 3 hours minimum) . The same applies for airport pick-ups starting after first 30 minute-courtesy time. All hourly overages will be billed up to the next half hour.

### **Airport pickup Fee**

also allows (30) minutes of courtesy wait time for airport pickups ONLY Started from flight gated time . and will charge \$30.00 every 15 minutes up to 1 hour. After 1 hour waiting time will changed to hourly rate ( 3 hours minimum ) our driver is waiting beyond the courtesy time of the scheduled pickup time. For example: Client has a point-to-point scheduled pick up time of 2pm. Clients does not enter the vehicle until 2:45pm. Client will be charged an additional \$60.00 after that will changed to hourly rate ( 3 hours minimum) . The same applies for airport pick-ups starting after first 30 minute-courtesy time. All hourly overages will be billed up to the next half hour.

### **Cancellations & Time Changes**

Sam Limo Of Nashville LLC generally accept cancellations

#### **\*on Sedan & SUV**

**-Airport Transfers and Local Point-to-Point Transfers Only:**

Cancellations made at least 24 hours in advance of the scheduled experience are eligible for a full refund.

**-For local Nashville hourly:**

**Sam Limo Of Nashville LLC** : will accept (4) hour minimum charge non-refundable deposit for all hourly reservations. The nonrefundable deposit will be applied towards the reservation balance. (out of town and specialty events such as weddings, proms, sporting events, concerts, birthday celebrations).

**\*on the Sprinter van**

**-Airport Transfers and Local Point-to-Point Transfers Only:**

Cancellations made **at least 7 Days in advance** of the scheduled experience are eligible for a **full refund**.

**-For local Nashville hourly :**

**Sam Limo Of Nashville LLC** : will accept (4) hour minimum charge non-refundable deposit for all hourly reservations. The nonrefundable deposit will be applied towards the reservation balance. (out of town and specialty events such as weddings, proms, sporting events, concerts, birthday celebrations).

**No Shows**

- If you do not see your driver, please call our office immediately at **(615) 481-8448** to avoid the full-charge as “no-show” fee. - For Point-to-Point & Airport Service, a fee equal to the base fare will be charged if the client does not show at the pre-arranged pick-up location.- For Hourly Service, 100% of the service will be charged if the client does not show at the pre-arranged pick-up location.

**Limo Capacity**

Drivers cannot exceed the number of passengers allowed in each vehicle. This violates state law and goes against our insurance guidelines. SUV fit (6) passengers, sedan fit (3) passengers and sprinter van fit (14) passengers .

**E-Mail Communication and Booking Online**

- Generally we accept new reservations, changes and cancellations by email ([info@samlimoofnashville.com](mailto:info@samlimoofnashville.com)) with adequate notice and information. Or you may book through our online portal. Although we do operate 24/7/365, it is recommended that you verbally confirm any request sent after normal business hours and on major holidays. If your needs require attention in less than (8) hours, please call our office at **(615) 481-8448** (Changes and Cancellations refer to the cancellation and change policy).

- All email should be sent directly to ([info@nashvillelimo.info](mailto:info@nashvillelimo.info)).

[Sam Limo Of Nashville LLC](#) will not be responsible for any emails not sent directly to to (info@nashvillelimo.info).

-If you do not receive an email response within (2) hours, please contact us at (615) 481-8448 for immediate assistance. We cannot guarantee cancellations, changes, or new reservations unless it is sent to (info@nashvillelimo.info).

(See policies for Cancellation/ Change/Reservation)

You should always get email confirmation of a new reservation, quote, any changed reservation, or cancelled reservation. If you do not receive such email confirmation within (1) hour, please contact us right away at [\(615\) 481-8448](#) .

### **Arrival Time**

[Sam Limo Of Nashville LLC](#) and its drivers always prepare in advance to avoid unnecessary delays of arrival time. However, roads, traffic and weather conditions are often beyond the reasonable control of the company and the driver. No refund can be given because of late arrivals due to such conditions or other occurrences out of the reasonable control of the company or driver.

### **Baggage and Other Property Transported**

[Sam Limo Of Nashville LLC](#) will not assume responsibility for the handling or maintenance of any baggage or other property, nor for any property left in the company's vehicles. Please always check thoroughly prior to leaving the vehicle for all personal belongings. Our drivers will clear any vehicle immediately after the last client is dropped off. If any property is missed and later recovered it will be returned at the client's expense.

### **Child Safety Restraints**

It is important for [Sam Limo Of Nashville LLC](#) as a licensed and permitted limousine company to adhere to all laws pertaining to child safety restraints. We must ensure that all qualifying children are in an infant, booster, or toddler seat. If you plan to travel with a child needing safety restraints, make sure to inform us at the time of your reservation. You must bring your own. Please understand we will not be able to hold your personal child safety seat for out-of-town travel unless special arrangements are made in advance. Safety is always our priority.

### **Accessible Pet Friendly Airport Transportation Services**

[Sam Limo Of Nashville LLC](#) provides to and from all airports and can accommodate small pets provided the animal is leashed or in a carrier when traveling in the vehicle. Any animal over 25 lbs. must ride in a luxury van.

### **Service Animals**

Service animals are not considered pets. Service dogs are allowed to ride with passengers. Please inform us when you book your ride to let us know that you will be bringing your pet along.

### **Excess Cleaning & Damage**

If during or after the transportation service, the company is required to spend an extended amount of time and material to clean the vehicle due to acts of the client or any of their guests (i.e., spilling food & drinks, vomiting, prohibited smoking, excessive trash), [Sam Limo Of Nashville LLC](#) its discretion, will charge client additional fees to cover such expense. Damage to the vehicle in any way caused by the actions of the client or any passenger or pet will be charged in full to the client. The minimum clean up fee is \$250 and will be charged to the client's credit card immediately.

### **Smoking Strictly Prohibited**

As regulated by state law, our employees have the right to work in a smoke-free environment. Thus, there will be absolutely no smoking or usage of any tobacco or e-cigarettes products allowed in any of our vehicles. Any violations will result in immediate ejection from our vehicle with no refund of payment.

### **Other Charges**

Other charges include reimbursement for parking, valet service or any client requested incidentals and amenities.

### **FLEET VEHICLES (Unforeseen Situations)**

In the event of an unforeseen situation and we are forced to change your vehicle type, [Sam Limo Of Nashville LLC](#) will always provide our clients with a clean Luxury Vehicle that can accommodate their event. we always provide our clients with a vehicle that is modern, safe and up to date as the vehicle that was reserved.