

NORTHSHORE SUPPORT SERVICES, LLS  
(NSS)  
TERMS & CONDITIONS OF SERVICE  
July 2023

1. Client hereby verifies that the pickup date, time, number of passengers and billing information are correctly stated. Any changes to the scope of work may result in additional charges.
2. Client is responsible for any and all damages incurred to the Vehicle committed by his/her party during the service time, either willfully or accidental. (Rips, spills, burns, scratches or damage to other equipment.) Minimum charge of \$150.00 to clean any spillage. A fee of \$500 dollars will be incurred if there is any vomiting in the Vehicle or on the Vehicle.
3. Client agrees that his/her party will not exceed the passenger capacity of the vehicle provided. Customer is responsible for providing any Child Car Seats or Child Booster Seats as required by law and to install the seat/booster prior to Driver departing. Driver is not responsible for the proper installation of any Child Seat/Booster.
4. Customers must inform Northshore Support Services of any Animals that will be transported before an Invoice or Quote is provided. Failure to notify the Company that you will be transporting an Animal may result in cancellation of the transportation and forfeit of Deposit and/or Payment. All animals transported must be in a carrier. All animals transported are subject to additional charges and will be listed on the Invoice as a Line Item. NSS reserves the right to refuse service to any animal at any time.
5. Additional Stops/Pickups/Drop Offs/Deviation of original Invoice will result in additional charges.
6. Special events and peak demand periods dictate premium pricing, higher hourly minimums and in some cases multi-day minimums, as well as additional notice for changes and cancellations. Non refundable prepayments may also be required. Vehicles are generally in more limited supply for the higher demand. Examples are College Bowl

Games, Final Four College Basketball, Superbowl, NFL Playoff Games, Jazz Fest, and other high profile events.

7. WE reserves the right to refuse to transport persons under the influence of or in possession of illegal drugs, as well as those excessively intoxicated, in the possession of firearms or dangerous substances of any kind, or who are, or are likely to become objectionable to other persons or if the DRIVER feels threatened in any way. Under no circumstances are minors allowed to consume or possess alcohol or illegal substances while in a company vehicle. Client shall not interfere with the chauffeur in the discharge of his/her duty or tamper with any apparatus or appliance on the vehicle. In such instances, services will be terminated immediately and no refunds will be offered.
8. Smoking in all vehicles is strictly prohibited. Smoking in the vehicle by the client or any passenger will result in an automatic minimum \$250 charge. Damage caused by smoking activity will also be charged to the client.
9. Flight Delay/Reschedule; Customer is responsible to notify the Driver upon being notified of any Flight Itinerary Change. For delayed/changed flights that were scheduled to arrive during normal daytime hours and are changed to night/late night hours past a 10PM arrival, NSS reserves the right to add additional **Late Night Pickup** charge onto the Customers invoice with payment due at time of service.
10. NSS will make every effort to accommodate your Flight Schedule Change should your incoming flight be rescheduled by the Airline. However due to pre-booked transportation, we may not have a Driver/Vehicle available should your flight time change. Customers may be required to wait at Airport until a Driver can return for them or customers may seek alternate arrangements. NSS is not required to refund a customer should the customer make Itinerary changes within 48 hours of the original return.