

Terms & Conditions

Bing Mountain LLC

Effective Date: June 21, 2025



1. Introduction

These Terms & Conditions ("Agreement") govern all transportation services ("Services") provided by Bing Mountain LLC, d/b/a Bing Mountain Luxury Transportation ("Bing Mountain," "we," "us," or "our"). By booking with us, the client ("you," "your," "client," "passenger," or "guest") agrees to these terms. Our commitment is to deliver an exceptional, safe, and discreet luxury experience.

2. Booking & Payment

- **Reservation Confirmation:** All reservations are confirmed upon receipt of full payment via credit card or other approved methods.
- **Accepted Payment Methods:** We accept all major credit cards, including American Express, Visa, MasterCard, and Discover.
- **Additional Charges:** Charges incurred on your behalf (e.g., national park entrance fees, tolls, airport fees, overnight driver accommodations) will be added to your final invoice as applicable and itemized for transparency.
- **Billing Structure:**
 - **Bozeman, Belgrade, or 4-Corners:** Hourly service is billed from scheduled pickup time (or actual pickup time, whichever is earlier) to actual drop-off time (or scheduled drop off time, whichever is later).
 - **Outside These Areas:** Billing starts when our chauffeur departs our Bozeman garage (or is scheduled to depart, whichever is earlier) and ends upon return to the Bozeman garage (or scheduled return, whichever is later).
- **Billing Example:** For an hourly trip with pickup and drop-off in Big Sky and 5 hours of service, you are billed for the travel time from Bozeman to Big Sky, the 5 hours of service, and the travel time back to Bozeman—typically 7 hours in total.
- **Questions:** For billing or location inquiries, contact us at (406) 624-8089 or Booking@BingMountain.com.

3. Cancellations & Refunds

- **SUV Bookings (Single Vehicle, Single Day):** Cancellations made more than 24 hours prior to your scheduled pick-up time are eligible for a refund of pre-paid monies, minus a 5% processing fee. Cancellations must be made by phone at (406) 624-8089.
- **Van, Multi-Vehicle, Multi-Day, or Hourly Bookings:** Cancellations require at least 30 days' notice to qualify for a refund or credit, minus a 5% processing fee. Cancellations must be made by phone.
- **No-Shows & Same-Day Cancellations:** Cancellations made at pick-up time, less than 24 hours prior, or "no shows" (rider unavailable or unwilling at pick-up) incur a fee equal to the full base fare, plus a 20% service charge and any applicable wait fees and expenses.
- **Time Zone/Deadlines:** All refund deadlines calculated using Mountain Standard Time (MST)
- **Refunds:** All refunds are issued to the original payment method within 7 business days, less applicable processing fees of 5%.
- **Client Responsibility:** Notify us of all airline changes, delays, cancellations, or missed flights to avoid unnecessary fees.

4. Minimum Hourly Rates & Hourly Service

- **Luxury SUVs:** \$175/hour (4-hour minimum)
- **Luxury Vans:** \$225/hour (4-hour minimum)
- **Billing:** Hourly rates are billed in 30-minute increments, rounding up for partial segments.
- **All hourly trips** are subject to the 30-day cancellation policy.
- **City-to-City Service:** Billed on a round-trip basis (hourly rate), regardless of one-way use. Wait times during city-to-city service are billed at the same hourly rate.

5. Gratuity (Service Charge)

- **Service Charge:** A 20% service charge is added to the full invoiced amount (base rate plus any additional fees).
- **No Additional Gratuity Required:** Your chauffeur is well-compensated; there is no need for extra cash tips. If you wish to provide additional compensation, we can add it to your invoice at your request.
- **Cash Gratuities:** Any cash gratuities provided post-trip are in addition to the service charge and do not reduce the 20% service charge.

6. Additional Charges

- **Rates & Fees:** Subject to change without notice. The rate in effect at the time of scheduling applies.
- **Time Calculation:** From garage departure to return. Waiting time is charged in 30-minute increments, rounding up.
- **Grace Period:** 15 minutes from scheduled pick-up time. After this, additional time is billed at minimum hourly rates plus 20% service charge.
- **No Show:** After 30 minutes of no contact from scheduled arrival, full trip charges & 20% Service Charge apply.

7. Stops

- **Included:** One short stop (5–15 minutes) on the planned route is complimentary.
- **Additional Stops:** Off-route or longer stops are billed at standard hourly rates.

8. Quotes

- **Estimates:** Quotes are estimates based on known conditions. Actual charges may vary due to traffic, weather, or unforeseen circumstances.
- **Online Set Prices:** Set prices are estimates; final costs may include additional fees.

9. Overnight, Long Distance & Late Night Trips

- **Overnight Fees:** For destinations more than two hours from Bozeman or drop-offs after 10:00pm MST, overnight accommodations and a chauffeur meal (at cost) may be charged. Receipts are available upon request.
- **Multi-Day Trips:** Overnight fees apply for multi-day trips originating more than one hour outside Bozeman with eight or more service hours reserved per day.
- **Late Night Rates:** Enhanced rates apply after 8:00pm MST and during holiday travel periods (see Section 12).

10. Luggage & Cargo

- **Standard Allowance:** One suitcase and one personal item per passenger.
- **Excess Luggage:** Additional baggage requires advance notice. A cargo trailer is available for \$150 (advance) or \$250 (last-minute); additional vehicles may be required at full passenger rates if not arranged in advance and trailer equipment is unavailable when needed.



11. Vehicle Seating Capacity

- For the safety and comfort of all Guests, Bing Mountain Luxury Transportation strictly adheres to the maximum seating capacity of each vehicle in our fleet:
 - **Luxury SUV:** Maximum of 5 passengers
 - **Luxury Custom Van:** Maximum of 12 passengers
- Under no circumstances will we transport more passengers than the stated capacity of each vehicle. This policy ensures compliance with safety regulations, maintains the premium experience our Guests expect, and protects the wellbeing of all occupants. We appreciate your understanding and cooperation in helping us deliver the highest standards of luxury and safety.

12. Holiday & High-Demand Periods

- **20% Surcharge:** Applies to all trips originating or ending during major U.S. holidays and/or high-volume travel periods (please inquire for exact dates).

13. Early/Late Pickups

- **Enhanced Rates:** Pickups before 8:00am or drop-offs after 8:00pm incur a 20% rate increase.

14. Rider Agreement, Cleaning Fees & Damages

- **Non-Smoking:** Strictly enforced.
- **Cleaning Fee:** Minimum \$375 or more for any event requiring professional cleaning (e.g., spills, bodily fluids, smoking).
- **Damages:** Client is responsible for any vehicle damage or lost revenue due to out-of-service repairs/cleaning.
- **Examples:** Includes but not limited to sickness, bodily fluids, smoking, upholstery damage, or exterior damage caused by client or guests.

15. Pets & Service Animals

- **Pets:** Allowed in select vehicles for \$100/pet (advance) or \$200/pet (last-minute). Must be in a proper carrier.
- **Service Animals:** No charge for trained service animals (advance notice required). Emotional support animals are not exempt from fees.



16. Same Day Bookings

- **Advance Notice:** At least 4 hours' notice required. Requests with less than 24 hours' notice are subject to availability.

17. Arrival Times & Safety

- **Arrival Guarantee:** We guarantee your pick-up time, not arrival time. We will never compromise safety to meet a deadline.
- **Delays:** Bing Mountain is not responsible for delays due to weather, road conditions, or unforeseen events.
- **Mechanical Failure:** Substitute vehicles will be provided as soon as possible.
- **Safety Policy:** Please do not ask chauffeurs to drive unsafely. We value your safety above all.

18. Environmental & Water Use Policy

- **Car Wash Policy:** To conserve Montana's resources, vehicles may not be washed prior to pickups outside Bozeman, especially in winter or poor conditions. Interiors are always immaculately clean.
- **Engine Idle Policy:** We minimize idling to reduce emissions, except when necessary for passenger comfort in extreme weather.

19. Lost or Damaged Items

- **Personal Items:** Bing Mountain is not responsible for items brought into or left in vehicles.
- **Lost Items:** We will make reasonable efforts to recover lost items. Additional charges apply for chauffeur return or shipping (per minimum hourly rates).

20. Liability & Disclaimers

- **Circumstances Beyond Control:** Bing Mountain is not liable for delays or service interruptions due to weather, road closures, mechanical breakdowns, or other events beyond our control.
- **Personal Property:** We are not responsible for loss or damage to personal items, including baggage, electronics, or valuables.
- **Insurance:** Bing Mountain maintains a full commercial auto insurance and a \$1 million general liability umbrella.

21. Governing Law

- These Terms & Conditions are governed by the laws of the State of Montana.

22. Amendments

- Bing Mountain reserves the right to update these Terms & Conditions at any time. The latest version will be posted on our website and available upon request.

23. Contact

- For questions or concerns regarding these Terms & Conditions or your service, please contact:

Bing Mountain Luxury Transportation

Phone: **(406) 624-8089**

Email: Booking@BingMountain.com

Website: www.BingMountain.com

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