**Terms & Conditions**

Welcome to Royal Express Limousine., a leading Sedan, Limousine and Executive Bus Service Company located in Bethesda MD. The Terms and Conditions Agreement (“Agreement”) lists the terms of the agreement between you (“customer”) and Royal Express Limousine. for purchasing airport and point-to-point private cars, stretch limousine or charter bus transportation, and all other services that we provide. By completing a reservation on www.royalexpresslimousine.com or with our office staff, you agree to accept the terms and conditions of this Agreement and to become a registered traveler of Royal Express Limousine.

***Modification***

If we change this Agreement, we shall post a revised version of this Agreement online and include it on all future reservation confirmations sent and shall automatically replace the terms of this Agreement. Your continued use of the Services following Royal Express Limousine posting of a revised Agreement will constitute your acceptance of the revised Agreement. If you do not agree with the terms of this Agreement or any revised version of this Agreement, do not continue to use the services. Signed contracts will be grandfathered and not subject to new terms and conditions revisions. New contracts will be subject to the latest terms and conditions posted online on the Royal Express Limousine website and sent with every reservation confirmation.

***Additional Policies***

This Agreement incorporates by reference the following policies and documents also found on the company website (royalexpresslimousine.com)

To make your time with Royal Express Limousine an enjoyable one, we ask for your cooperation with the following:

***Compliance***

Royal Express Limousine will strictly enforce State and Federal Laws and will maintain a zero-tolerance compliance policy that no alcoholic beverages can be consumed or used by any person not of legal (21) drinking age. No person shall bring contraband or illegal substances aboard vehicles that are owned or operated by Royal Express Limousine. Person(s) under the age of 21 is/are prohibited from consuming any type of alcoholic beverages. Chauffeur has every right to search the bags inside the vehicle for illegal substances at any time. If the Chauffeur finds any illegal substance, we reserve the right to terminate the contract at that moment and it will be the clients’ responsibility to make his/her own transportation arrangements at that point. Royal Express Limousine will never leave minors stranded and the vehicle will wait onsite until all minors are pick-up by their parent(s), legal guardian and/or responsible party (adult). The full amount of the reservation will be billed, plus any additional applicable wait time charges; absolutely no refunds will be issued.

C&S prohibits travel on unpaved roads. At no time will the Chauffeur operate vehicle on any type of dirt, gravel or any other type of unpaved road. Chauffeur has ultimate authority of where he/she drives the vehicle, dangerous and or roads that are too small to navigate can and will be avoided depending on the type of the vehicle. The rules cannot be modified, if a pickup or drop off location is inaccessible by paved roads it is the customer’s responsibility to get to and from the vehicle listed on the contract.

 ***ALCOHOL CONSUMPTION***

Royal Express Limousine prohibits the consumption of alcoholic beverages inside company vehicles. This policy applies to sedans, SUV’s, passenger vans, executive sprinters and buses. Passengers will be asked to please consume their beverages prior to entering the vehicle.

 ***Liability***

Royal Express Limousine will not be responsible for injuries that may occur due to not wearing seatbelt and standing while the vehicle is in motion. Royal Express Limousine will not be responsible for any belongings left while the client is in or out of the vehicle. The purchaser of the contract is responsible for his or her guests. Upon determination that any of the above policies were violated, Royal Express Limousine may terminate service to the client and shall be deemed to have fulfilled its contractual obligations to the client under the agreement.

**THE PURCHASER AGREES TO BE FULLY LIABLE FOR ALL CHARGES THAT MAY INCUR**

* $ 500.00 minimum per damaged seat
* $ 200.00 minimum per damaged carpet
* $ 500.00 minimum per damaged mirror
* $ 150.00 minimum for extensive cleanup (spills, etc.)
* $ 50 for a gum in the carpet clean up
* $ 250.00 minimum shampoo and disinfecting (due to sickness interior)
* $ 150.00 detailing and wax (due to sickness-exterior)
* $ 500.00 minimum for each burn hole, rip or tear to upholstery
* $ 250.00 minimum for each act of vandalism
* $ 250.00 per incident of smoking inside of the vehicle, ride will be terminated after second incident. (Smoking will not be tolerated)
* $ 1,000.00 minimum opening a vehicle door into another vehicle or stationary object (It is advised to allow your chauffeur to open your door)
* It is important to remember that inciting others to cause damage to the vehicle will result in charges for the damage that occur. Example yelling insults at pedestrians from the vehicle, any damage caused by the other party will be your responsibility.
* This is not an exclusive list; any and all damages caused to the vehicle and or including loss of revenues for downtime during repairs can and will be charged to the credit card used to book this service. If there is not enough room on the credit card to satisfy the damages, Royal Express Limousine reserves the right to file a suit.
* Damage to the flat screens will result in a $400.00 minimum replacement fee and charged to the credit card on file.

***Guarantee***

Royal Express Limousine cannot guarantee the availability of overtime on hourly rentals. It is of particular importance that the purchaser makes allowances for anticipated delays and adheres to the agreed time schedule. In the event that the purchaser wants to change the time of the itinerary, they may do so only if Royal Express Limousine can accommodate other clients that booked with Royal Express Limousine prior to or after the said time. If applicable, the purchaser further agrees to pay additional charges incurred such as overtime, tolls, parking etc. The purchaser authorizes Royal Express Limousine to charge any additional charges or fees on the purchaser’s credit card on file or direct bill account.

Royal Express Limousine guarantees that all our vehicles are constantly checked to keep the highest possible standards. Royal Express Limousine agrees to send the requested vehicle as offered in the contract. We have the right to upgrade the vehicles or switch the vehicles in case of emergency breakdown or if vehicles were in accidents. As stated, this will only happen in case of emergencies. No additional charges will occur on the customer side if an upgrade is made without customer request. If switching occurs in the same category, or upgrades are made, it will not affect the contract and/or payment of contract. Customer therefore accepts that replacement vehicle may be substituted if contracted vehicle becomes unavailable for any reason. If any of our above guarantees or contracted terms cannot be met due to conditions outside of our control, including weather, accidents, storms and any other circumstance, including, but not limited to, traffic congestion, road closures, accidents, flight delays, etc., we will use reasonable efforts to notify the customer of these conditions and resulting delays or changes.

***Disputing Charges / Terminated Rides***

If a customer disputes a charge by Royal Express Limousine with his/her credit card company, a $25 fee per disputed charge will be charged to the customer. If it is determined Royal Express Limousine is in the wrong, the $25 fee will be dismissed. If it is determined that Royal Express Limousine is in the correct and has provided both parties with proper documentation, the $25 fee per disputed charge will be enforced and charged to the customer’s credit card on file or direct bill account.

By accepting services offered by Royal Express Limousine, you forfeit your right to dispute the charges via your credit card company for rides terminated due to prohibited actions & behavior described in this contract.

**POLICIES, DEPOSITS, CANCELLATIONS & MISC. SERVICE FEES**

The driver gratuity is discretionary. Clients can choose to give gratuity directly to the driver in the car at the time of the service or it can be preset on the reservation and charged to the credit card provided. Our rates factor in all fees associated with the service including tolls, parking, fuel, and airport fees we may incur. All bookings require a credit card on file. Vehicles booked by the hour require a deposit. All service charges are applied to the credit card provided at the time of the booking and a payment receipt will be emailed automatically the next business day.

**Complimentary Wait Policy**
15-minute complimentary wait on all residential & office pick-ups
30 minute complimentary wait on all domestic arrivals from gate arrival time
60 minute complimentary wait on all international arrivals from gate arrival time
 **Additional Wait & Extra Stops Policy**
Additional wait time is billed in 5 minute increments at $5.00.
Additional stops are billed at $10.00 per stop. Higher rates may apply based on actual distance.
Additional stop fee applicable to multiple terminal drop-offs at the airport. $10 per terminal stop.
 **Late Cancellation Policies
Airport & Non-Airport One-way Transfer Cancellations for Sedans, Suv’s & Standard Passenger Vans**
Cancellations within 3 hours of your scheduled pick-up time are billed at 75% of the quoted service fee.
Pick-up time modifications within 2 hours of the original scheduled pick-up time are subject to a late cancellation (75%) or subject to wait-time charges.
 **Airport & Non-Airport One-Way Transfer Cancellations for Executive Sprinters & Buses**
Cancellations within 24 hours of your scheduled pick-time are subject to the full service charge quoted.

 **By The Hour Reservation Deposits & Cancellations**
Deposit amount is determined by the vehicle hourly rate. All deposits are billed at the 4 hour minimum rate.
Cancellations within 15 days of the contract date will receive a refund of 50% of the deposit amount.
Cancellations within 72 hours of the contract date are subject to the full deposit amount. No refunds apply.

**No Shows & Driver Onsite Cancellations**
Subject to the full-service fee plus any applicable wait time charges.
All deposits are applied towards total balance due.

***Refund Policy***

Any and all reimbursements due back to the client from deposits and/or for any other reason will be issued back to the credit card provided.

***Contract Obligations***

The person signing this contract acknowledges he/she has read our terms and conditions listed above and is the authorized purchaser for this rental agreement, the authorized cardholder for the given credit card and/or responsible party liable for payment of the total amount due. No personal checks accepted. I understand and agree to pay for any and all damage my party may cause Royal Express Limousine. I also agree to the above Terms and Conditions. I understand and agree to pay the deposit and/or entire contract price based on the terms of the cancellation policy. C&S reserves the right to charge the full contract amount 24 hours prior to the date of service. By agreeing to these terms and conditions, signing and providing your credit card information, you are authorizing Royal Express Limousine to charge your credit card for any of the following charges: deposit, all services rendered, and any damages done to the vehicle. Any overtime hours or fees as a result of damage to the vehicle will be calculated and billed within 72 hours of the completion of the service. I am satisfied with the terms and conditions above and fully understand and agree. If, for any reasons, I am not fully satisfied with the services I receive, I have 24 hours after the completion of the job to notify Royal Express Limousine and file a complaint in writing. If Royal Express Limousine does not receive my written complaint in the above stated time frame, I agree that there is no valid complaint and I am fully satisfied with the services I received and will not file any complaint against Royal Express Limousine with any official bureaus or online consumer website. The purchaser will be contacted within 24 hours of the complaint to address concerns in an effort to settle the matter.

All reservations are issued confirmation numbers and are sent electronically to the email provided by the contract holder.