

*It is our goal at Casper Executive Car and Limousine, LLC to provide you with a clean, professional, and safe experience while in the comfort of one of our limousines. The following guidelines and policies are necessary for the comfort, protection, and safety of our guests and drivers. Casper Executive Car and Limousine, LLC prides itself by abiding by ALL local, state, and federal laws regarding safety, alcohol, and transportation.*

## **Policies**

**Reservation Retainer:** A non-refundable retainer must be made for any booking with Casper Executive Car and Limousine, LLC. Payment of the retainer constitutes the agreement to the following policies and creates a ‘Contract for Service’.

A non-refundable retainer of 50% of the reservation total (up to \$500) is required at the time of all bookings. This retainer non-refundable and will be applied to total rental amount for your outing. A minimum hourly rental (based on the model chosen) will be charged, and all rentals are subject to a minimum 2-hour reservation. Casper Executive Car and Limousine, LLC requires Cash, Check or a Venmo, PayPal or Credit/Debit card payment be made to secure the reservation.

**Cancellations:** Any cancellation in advance of your reservation will result in the loss of your non-refundable retainer amount. Any cancellations within 72 hours (3 days) of your reservation will result in the full amount of the reservation being charged. **During peak season (May – Aug) any cancellation less than 30 days of the reservation will be charged the full amount of the original reservation quote.**

**Gratuity:** This is a service industry. If the driver provided quality service, it is common practice to tip the driver 20% of the total rental fee.

**Payment:** We accept all major credit/debit cards, cash, Venmo, PayPal and personal or business check. Any returned check will be charged \$35 NSF fee and along with any bank fees charged to Casper Executive Car and Limousine, LLC. Any Invoice not paid within 5 days of service will be charged a late fee of \$100 (one hundred dollars), unless Casper Executive Car and Limousine, LLC is notified of any errors in the final bill or invoice. We do not keep credit cards on file, and any additional charges or fees will be invoiced to the customer via email, text, or telephone conversation. Any invoice not paid within 10 business days will be turned over to collections immediately and interest will begin to be accrued. The customer is responsible for all collection and any legal fees accrued to collect final balance.

**Liability:** Casper Executive Car and Limousine, LLC is not liable in the event of mechanical breakdown while on charter. Casper Executive Car and Limousine, LLC is not responsible for any personal articles left in the vehicle. Casper Executive Car and Limousine, LLC will not allow more passengers than was agreed upon or the vehicle seating capacity allows. Please remember this vehicle is for hire. We ask that you are careful when you are in the vehicle, and do not allow or cause any damage. If any damage occurs or anything is stolen while your party is in the vehicle you will assume full financial liability.

**Vehicle Damage:** The party paying for the reservation is responsible for all damages, and/or cleaning charges incurred during the reservation - whether it is the Renter, or a guest of the Renter. This includes but is not limited to: vomit/sickness (\$300 per incident cleaning fee), broken/missing glassware (\$15.00 per glass), burns (Actual replacement or repair cost to the vehicle), upholstery damage (Actual replacement or repair cost to the vehicle), and/or opening a limousine door into another vehicle or stationary object or any other damage not listed (Actual amount will be billed for total repair fee and time ‘out of service’ for the vehicle).

**Lost or Damaged Items:** Casper Executive Car and Limousine, LLC is not responsible for items that are left in the limousine, lost, or damaged. Casper Executive Car and Limousine, LLC reserves the right to charge a delivery fee for returning lost items, if found.

**Food & Alcohol Policy:** Alcoholic beverages that begin in the limousine must stay in the limousine. Alcoholic beverages may not be taken out of the limousine into ANY establishment. As well, ALL open alcoholic beverages must remain inside any establishment, and may not be taken into the limousine. Open container laws in our community are very specific. This guideline will ensure that all of us are in compliance.

**Alcohol Policy (under 21):** No alcohol will be allowed in any limousine when all passengers are under the age of 21, even with parental permission-NO exceptions. Should any alcohol be found in any vehicle under these circumstances, Casper Executive Car and Limousine, LLC reserves the right to terminate the charter immediately, and either return all the passengers to the original pick-up point or call the parents to pick the minors up at a specified, safe location. There will be no refunds on any unused time.

When alcoholic beverages are open inside the guest cabin area of the limousine, the partition between our guests and the driver should remain open. Drivers are not allowed to consume ANY alcoholic beverages at any time while on duty. Our drivers may, at times, enter an establishment to accompany guests, however, please do not offer our drivers any alcoholic beverages. Immediate loss of employment by the Driver will occur if they consume alcohol while on duty - Your safety and theirs depend upon it!

Jell-O Shots or similar alcohol items are prohibited in our limousines. Food items are prohibited in our limousines unless prior arrangements are made.

**Terms and Conditions:** By placing a reservation with , you acknowledge and expressly agree to these policies, terms & conditions, and further expressly authorize Casper Executive Car and Limousine, LLC, to charge you in full for all charges relating to your reservation, including, but not limited to, charging you in full for the reservation should you be considered a no-show, extra time not originally scheduled or for limousine cleaning and/or damage. When the cancellation period is reached, service is deemed rendered, whether you enter the vehicle or not.

**Termination of Any Reservation by Casper Executive Car and Limousine, LLC:** Casper Executive Car and Limousine, LLC reserves the right to terminate any reservation without refund, if the chauffeur, or the Casper Executive Car and Limousine, LLC dispatcher feels that the Renter, and/or Guest of the Renter, is putting the chauffeur or limousine in any dangerous situation, creating of a risk of injury or damage. This includes but not limited to – fighting inside or out of the vehicle, excessive glassware breakage, or abuse of the interior/exterior of the vehicle.

Additionally, if the Renter, and/or Guest of the Renter are in the possession of any illegal material(s) and/or illegal substance(s), the service will be terminated immediately, and charged at the full amount of the reservation. This is without exception! Casper Executive Car and Limousine, LLC reserves the right to return the Renter, and/or passenger(s), to the original pick-up point, or to drop the Renter, and/or passenger(s), at any safe location, due to the above infractions.

**Acts of God:** Casper Executive Car and Limousine, LLC is not responsible for acts of God and/or circumstances that are beyond our control including, but not limited to, traffic congestion, road closures, accidents, flight delays, weather delays, etc.