

DFW LUXURY CAR RENTALS

Luxury Cars & the Best Service



Insurance Requirement

Renters must provide an existing, current insurance policy showing proof of full coverage (collision and comprehensive) for the duration of the rental. Brand new insurance policies active for less than 30 days are not currently eligible. Exceptions may apply. For out of country renters (excluding Canada), we may offer other options for insurance through a third-party provider. Note: We validate all policies prior to pick-up or delivery.

Rental Agreement

This policy governs the agreement with the renter to ensure that the renter understands the terms of their rental vehicle contract. Things do change so if the renter needs to keep the vehicle longer, the renter needs to communicate prior to expiration of the existing rental contract. Rental extensions cannot always be guaranteed as others might have reserved the vehicle for a future date but we will do everything we can to accommodate you.

Vehicle Delivery

We will gladly deliver your vehicle locally to your hotel, office, home, airport, body/repair shop or any safe location in the DFW area. Delivery in the DFW area is FREE for 3+ days rentals. A \$125 delivery fee may apply outside a 10 mile radius. Fees are subject to change as gas prices and labor cost can influence this charge. A \$15 Airport Access Fee may apply to airport delivery services.

Vehicle Return

Returns are made easy with multiple options to choose from. We will gladly pick up your rental from your Hotel, Office, Home, Airport (DFW/Dallas Love Field/Addison), and any other safe locations within the city. There is a \$125 return pick-up fee (\$150 on weekends) and this amount is subject to change. Vehicles can be dropped off at the office location if its pre-scheduled and during business hours, except on weekends.

Fuel/Gasoline

Refueling of gas and recharging of electric vehicles is the responsibility of the renter. Our vehicles only take premium gasoline (unless otherwise stated) and our refuel rate is \$4.99 per gallon. Using a grade of fuel less than Premium would lead to extra charges and immediate forfeiture of the security deposit to cover mechanical repair cost. Any extra charges would be due to the renter according to the rental agreement.

Accident & Next Steps

In the rear and unfortunate occasion of an accident, please follow these steps

- Get to safety and make sure you are okay. Contact 911 for emergency medical services if need be.
- Next, file a police report to document what occurred and then immediately notify insurance for next steps such as towing or filing claims.
- Afterwards, please contact us to help get you back on the road and assist in any other way possible.
 - **Note:** We are local to Dallas and the DFW area and cannot physically provide support outside of these general areas.
 - **Note:** Regardless of fault, the Renter is responsible for any damage(s) to the rental vehicle, loss of value to the rental vehicle because of such damage, loss of use of the rental vehicle and damage caused to third parties. Typically, renters' insurance company would handle most of the process.

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Cancellation Policy

Due to the potential loss of revenue from cancelled reservations, all prepaid reservations are non-refundable and valid cancellations will lead to a one-time courtesy credit towards a future trip within 6 months from the cancel date.

In certain situations, 100% of the rental cost can be fully refunded for reservations cancelled no more than 2 hours after the payment is made and 48 hours prior to scheduled pickup or delivery. Same day bookings are not eligible for refunds or a courtesy credit towards a future trip.

Cancellations made 24 hours prior to the start of the rental due to extenuating circumstances like cancelled flights, flight delays, bad weather and natural disasters will be due a courtesy credit to go towards a future trip/rental. Note: Proof of such an event is necessary.

Cancellations can be made via E-Mail/SMS 24/7 or via phone during business hours.

Security/Incidental Deposits

Security deposit for incidentals helps cover incidents such as food or drink spills, and charges from mileage overages, vehicle damage, refueling etc. Deposits usually starts at \$500 per rental and are placed on a major credit card. Depending on other factors such as renters age, insurance and the vehicle being rented, the deposit could range from \$500 - \$2500, especially on certain exotic/luxury vehicles.

Security Deposits holds are released back to the original card after the vehicle is returned in its original condition.

Tolls Policy

Local toll usage is included for free with our rentals while driving in the DFW area. Excessive Toll usage could lead to the renter forfeiting this privilege. Tolls outside the surrounding immediate DFW areas are not covered and will be billed to the renter at the end of the trip.

Refund Policy

Our services are non-refundable but see our cancellation policy for exceptions. All approved and submitted refunds could take 3 - 5 business days to be completed, depending on your financial institution. Credit Card holds typically fall off within 3 - 5 business days after its processed, depending on the financial institution.

Age Policy

Renters/Drivers must be 21 years old to rent any of our vehicles. A \$10 daily fee applies to renters who are younger than 25 years of age, exceptions apply. Select luxury and exotic vehicles requires the renter to be 25 of age.

Additional Driver Policy

Additional drivers must meet the rental requirement are permitted for no additional charge.

Note: Only drivers named on the rental agreement with a Valid Driver's License and full coverage insurance are permitted to drive the rental vehicle. The primary renter is responsible for the vehicle until it is successfully returned.