

Privacy Policy

Privacy & Data Protection Policy

To demonstrate our commitment to the privacy of your personal information, we have developed this policy, which discloses our privacy practices for the information we collect at our Web Sites at: **www.Nashvillelimoelite.com**

Your Agreement to Our Privacy Policy

By using the web site, you agree to be bound by the terms and conditions of this policy, which is incorporated into and subject to the terms of our terms of use. If an individual is using the web site on behalf of a business entity, whether as an employ, consultant or agent of such business entity, by doing so, such individual represents that they have the legal capacity and authority to bind such business entity to this privacy policy. You shall refer both to the individual accessing the web site on behalf of a business entity. If any, and any such business entity itself.

**IF YOU DO NOT AGREE WITH THE TERMS AND CONDITIONS OF THIS
PRIVACY POLICY, DO NOT USE THE WEB SITE.**

What to Include in the Privacy Policy

1. What personal information do we collect
2. Who collects and owns the information
3. How we use your personal information or disclose it to third parties
4. What choices you have regarding collection, use and distribution of your personal information
5. How to correct, update or delete your personal information
6. What kind of security procedures do we use to protect the loss, misuse or alteration of information under our control
7. How this policy may be amended.
8. Effective Date.

* **Personal information** is information that would allow someone to identify with or contact you, including, for example, your full name, address, and telephone number or email address. Personal information does not include aggregated information that, by itself, does not permit the identification of any one individual.

1. What Information is Collected.

Users may browse through the informational portion of our Web Site without providing us with any personal information. However, if you request information or materials from us, we may ask for contact information, such as your name, email address, company name, address, and phone number. In addition, we may collect personal information from you when you send us emails or submit other forms of information directly to us. We may also collect personal information from you at other points on our Web Site that state that personal information is being collected.

- To access and make reservations through the online reservations system offered by: www.Nashvillelimo.Info at our Web Sites, we will require you to complete a registration form. This registration form will request certain personal information about the Web Site user and the traveler who uses our transportation services. Client in the event the Client is different from the User. This information will be compiled into a profile. Such information may include at least the following, for the User: name, address, email address, company name, phone number and ARC or IATA number; and for the Client: name, email address, phone number, company name, work address, home address and billing address, pick-up and drop-off information, credit card information, corporate account information, and in-transit itineraries.

- In addition, we may use a feature of your browser called a "cookie" to identify you while you are using the Web Site. Cookies are small pieces of information stored on your hard drive, not on our Web Site. Cookies make your internet experience quicker and more convenient. You are always free to decline our cookies if your browser permits, but some parts of the Web Site may not work properly if you do. We may also use cookies for other purposes, including enhancements to the reservations system. In addition, we may also collect User's IP addresses and browsing habits (such as pages viewed and other click stream data) to help us analyze traffic on the Web Site, and we may have link identification numbers when Users link to the Web Site from web sites of our partners.

2. Who Collects Your Information.

Nashville Limo Elite located at (2131 Murfreesboro Pike # L2, Nashville, TN 37217) owns the www.Nashvillelimo.Info Web Sites and the personal information collected through the Web Site. We may outsource to a third party the hosting and operations of the Web Site. However, such third parties do not and will not have any ownership interest in the personal information collected or any right to use the personal information apart from the operation of the Web Site. For personal information we receive from third party reservations agents, systems or centers, **Nashville Limo Elite** located at (2131 Murfreesboro Pike, Nashville, TN 37217) either owns, jointly owns, or has the appropriate licenses to use such information. You should check with the third party who initiated your reservations to determine their respective privacy policies. Nashville Limo

Elite located at (2131 Murfreesboro Pike, Nashville, TN 37217) is not responsible for the privacy practices of any third parties.

3. How We Use Your Information or Disclose It to Third Parties.

We use the personal information collected through our Web Site www.Nashvillelimo.Info to administer and deliver our services. In connection with the delivery of our services, we may share the personal information with third-party partners or vendors who help deliver or administer the services, but they are only permitted to use the information in connection with the delivery or administration of our services. For example, we share a client's credit card information with a third-party credit card processing company, but that company is not permitted to use the credit card or personal information for any purpose other than to fulfill the specific purchase transaction. We may also share personal information with **Nashville Limo Elite** affiliates who need such information to provide the services that you have specifically requested.

- We may also use the personal information collected through the Web Site www.Nashvillelimoelite.com to provide you with information or newsletters related to our services, and to promote our services to your company as listed in your profile. This may include sending you information and promotions via email, postal mail, fax or via telephone calls. In addition, we may provide certain personal information, your name, email address, address and phone number, to third parties who offer goods or services in which we think you might be interested. However, regarding information that we have collected through your voluntary participation in an online customer survey to obtain your suggestions or comments about **Nashville Limo Elite's** services, we use such information only for the purpose for which it was collected. We will not use such survey information for direct marketing or disclosure to other companies.

We also use personal information on an aggregated basis for a variety of purposes, including operating and enhancing our Web Site www.Nashvillelimo.Info and our services, internal marketing research, and management reporting. We reserve the right to use and disclose this aggregated information to third parties for any purpose.

Aggregate information will not identify any one specific individual.

We also use pixels, or transparent GIF files, to help manage online advertising. These GIF files are provided by our advertisement management partners. These files enable our partners to recognize a unique cookie on your Web browser, which in turn enables us to learn which advertisements bring users to our website. The cookie was placed by us, or by another advertiser who works with our partners. The information that we collect, and share is anonymous and not personally identifiable. It does not contain your name, address, telephone number, or email address.

We also use pixels, or transparent GIF files, to help manage online advertising. These

GIF files are provided by our advertisement management partners. These files enable our partners to recognize a unique cookie on your Web browser, which in turn enables us to learn which advertisements bring users to our website. The cookie was placed by us, or by another advertiser who works with our partners. The information that we collect, and share is anonymous and not personally identifiable. It does not contain your name, address, telephone number, or email address.

4. Controlling the Collection, Use and Distribution of Your Information.

You can check the content of the personal information we have collected on you by following the instructions stated below in section 5. In addition, if you do not want to receive marketing materials or communications from us or, subject to section 5, do not want your contact information disclosed to third parties apart from the delivery or administration of our services, you can opt-out by contacting us at

www.Nashvillelimo.Info

Please note that if you provide any information on your own or directly to third parties who may be linked to, or otherwise connected with our Web

Site www.Nashvillelimo.Info, different rules may apply to their use or disclosure of your personal information. We encourage you to investigate and ask questions before disclosing information to third parties.

In the event we need to investigate or resolve possible problems or inquiries, we can (and you authorize us to do so) disclose any information about you to private entities, law enforcement or other government officials as we, in our sole discretion, believe necessary or appropriate.

5. Correcting, Updating and Deleting Your Personal Information.

You can access, update, or delete your personal information by contacting **Nashville Limo Elite** at www.Nashvillelimo.Info, and in the future, **Nashville Limo Elite** may add such functions available through the Web Site. However, for verification and security purposes, before we allow you to access, update, or delete your personal information through any means, you may be asked to provide us with certain personal information. We are not responsible for removing your personal information from the records of any third party who has previously been provided with your information in accordance with this policy.

If you delete your personal information, it will not be used by us or disclosed to third parties in the future in the ordinary course of business. However, even if you delete or change some personal information in our registration database, it may still be stored on other databases (including those kept for archival purposes). Also, because we need to have certain of your personal information to deliver our services, you will not be able to receive such services if you delete such personal information.

6. Our Security Procedures.

We have established and maintain reasonable security procedures to protect the confidentiality, security and integrity of your personal information. We use encryption, Secure Socket Layers, and firewalls, and we implement off-line efforts to further protect this information, including limiting employee access to personal information and updating our employees regarding our security practices and privacy policies. However, please recognize that "perfect security" does not exist on the Internet. Due to the inherent open nature of the Internet, third parties may unlawfully intercept or access transmissions or private communications.

Our Web Site is maintained in the United States of America. By using the Web Site, you authorize the exportation of your personal information to the U.S.A. and its storage and use as specified above when you provide such information to us.

7. Changes to this Policy.

Nashville Limo Elite may amend or change this policy at any time. We will post any revisions to this policy on the Web Site, so that Users are aware of these changes. Any User or Client who provides additional personal information after these changes are posted will be deemed to have accepted the revised policy. If at any point we decide to use personal information in a manner different from that stated at the time it was collected, we will send such person an email notifying them of such changes and giving them the option as to whether to allow us to use their information in this different way. Without such consent, we will use personal information in accordance with the privacy policy under which it was collected.

8. Effective Date.

This Privacy Policy is effective and was last updated on **March 1st, 2022**.

We hope this policy clarifies our procedures regarding your personal information. If you have any questions, you can contact us at www.Nashvillelimo.Info

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised effective date.

9. Children's Privacy.

Our services at Nashville Limo Elite are not directed to individuals under the age of 18. We do not knowingly collect personal information from children. If we become aware that we have inadvertently received personal information from a child under 18, we will delete such information from our records.

10. Your Rights and Choices.

you have the right to:

- Access, update, or delete your personal information.
- Opt-out of receiving promotional communications.
- Restrict or object to certain data processing activities.

You may request to:

- Access your personal data
- Correct inaccurate information
- Request deletion of your data

To do so, please contact us at:

To exercise these rights, please contact us at Info@nashvillelimoelite.com

11. SMS Communication & Consent

By providing your phone number, you consent to receive SMS messages related to your booking, including updates and notifications.

Message frequency may vary.

Standard message and data rates may apply.

You can opt out at any time by replying STOP.

Terms and Conditions

Our Service Commitment & Payment Terms

At **Nashville Limo Elite** we take care to provide our clients with the highest quality transportation services personalized for their unique needs. We are available to you 24/7/365. Our staff members are professional. Our service type is Driven With Protection, Safety, Comfort, and Privacy Is Our Priority.

Unless otherwise agreed to in writing or emailed to us via our company email; **Info@NashvilleLimoElite.com**, the following Terms & Conditions apply. Total charges incurred are to be paid in full 48 hours prior to the event unless approved in advance or there is an existing corporate billing account on file. Nashville Limo Elite accepts VISA, MasterCard, Discover and American Express credit cards. Cash may also be accepted, subject to an authorized credit card guarantee and identity validation for security purposes. No checks will be accepted. Additional ID verification may also be necessary.

Please note that the Chauffeur has been instructed to verify your identity at the time of service.

New Client Requirements

All new clients making their first reservation with **Nashville Limo Elite** are required to:

1. Sign a contract acknowledging and agreeing to the company's Privacy Policy and Terms and Conditions.
2. Complete and sign a Credit Card Authorization Form, providing a copy of the credit card used for the reservation.
3. Present a valid government-issued photo ID with a name and address that match the credit card information provided.

Reservations will only be confirmed once all the above requirements have been fulfilled.

Airport Transfer Policy

Nashville Limo Elite provides flat-rate transportation services for most domestic and international commercial airport pickups and drop-offs to and from Nashville-area airports. Commercial airport transfer rates are calculated based on the distance between the pickup and drop-off locations and do not include any waiting time exceeding thirty (30) minutes. *(Refer to the Wait Time Policy for details.)*

An additional fee of \$30.00 will apply for meet-and-greet service at the baggage claim area. Vehicles are dispatched in accordance with the flight's estimated time of arrival as reported to **Nashville Limo Elite**. The company shall not be held liable for any delays or discrepancies resulting from airline schedule changes, automated systems, or other factors beyond its control.

All balances must be paid in full prior to or at the time of pickup. Any additional charges incurred during the trip will be applied to the final billing.

Wait Time Policy

Nashville Limo Elite allows thirty (30) minute courtesy wait time for airport pickups only, beginning from the actual flight landed time (We are not responsible for customs delays, held baggage delays, or other)

. After the courtesy period, a fee of \$30.00 will be assessed for every additional fifteen (15) minutes of waiting time, up to a maximum of one (1) hour.

If the total wait time exceeds one (1) hour, the trip will automatically convert to an hourly charter rate with a minimum of three (3) hours.

For example, if a client has a point-to-point pickup scheduled for 2:00 p.m. and does not enter the vehicle until 2:45 p.m., an additional \$60.00 wait time fee will apply. If the delay extends beyond one (1) hour, the trip will be converted to the standard hourly rate (three-hour minimum).

The same policy applies to airport pickups following the initial thirty (30) minute courtesy period. All hourly overages will be billed and rounded up to the next half-hour increment.

Cancellations & Time Changes

Nashville Limo Elite maintains the following cancellation and time change policies based on vehicle type and service category:

1. Sedans and SUVs

- **Airport Transfers and Local Point-to-Point Transfers:**
Cancellations made at least twenty-four (24) hours prior to the scheduled pickup time are eligible for a full refund.
- **Local Nashville Hourly Service:**
A non-refundable deposit equivalent to a four (4) hour minimum charge is required to confirm all hourly reservations. This deposit will be applied toward the total reservation balance. This policy also applies to out-of-town and specialty events such as weddings, proms, sporting events, concerts, and birthday celebrations.

2. Sprinter Vans

- **Airport Transfers and Local Point-to-Point Transfers:**
Cancellations made at least seven (7) days prior to the scheduled pickup time are eligible for a full refund.
- **Local Nashville Hourly Service:**
A non-refundable deposit equivalent to a four (4) hour minimum charge is required to confirm all hourly reservations. This deposit will be applied toward the total reservation balance. This policy also applies to out-of-town and specialty events such as weddings, proms, sporting events, concerts, and birthday celebrations.

No-Show Policy

If you are unable to locate your chauffeur at the designated pickup location, you must contact **Nashville Limo Elite** immediately at **(615) 481-8448** to avoid being charged a full “no-show” fee.

- **Point-to-Point and Airport Transfers:**
A fee equal to 100% of the base fare will be applied if the client fails to appear at the pre-arranged pickup location without prior notice.
- **Hourly Service:**
If the client fails to appear at the scheduled pickup location without prior notice, 100% of the total service amount will be charged.

No refunds will be issued in the event of a no-show.

Vehicle Capacity Policy

For the safety and comfort of all passengers, **Nashville Limo Elite** strictly adheres to the legal and insurance capacity limits of each vehicle. Chauffeurs are prohibited from exceeding the maximum passenger capacity permitted by state law and company insurance regulations.

- Sedan: Maximum capacity of 3 passengers
- SUV: Maximum capacity of 6 passengers
- Sprinter Van: Maximum capacity of 14 passengers
- Stretch Limousine: Maximum capacity of 20 passengers

Under no circumstances will exceptions be made to exceed the stated passenger limits.

E-Mail Communication and Online Booking

Nashville Limo Elite generally accepts new reservations, changes, and cancellations via email at **info@NashvilleLimoElite.com**, provided adequate notice and information are given. Reservations may also be made through our secure online booking portal.

Although our operations run 24 hours a day, 7 days a week, 365 days a year, it is recommended that clients verbally confirm any requests submitted after normal business hours or on major holidays. For services requiring attention within eight (8) hours, please contact our office directly at **(615) 481-8448**. *(All changes and cancellations are subject to our Cancellation and Change Policy.)*

All email communications must be sent directly to **info@NashvilleLimoElite.com**. **Nashville Limo Elite** will not be responsible for requests or correspondence sent to any other email address.

If you do not receive a response to your email within two (2) hours, please contact us at **(615) 481-8448** for immediate assistance. We cannot guarantee that cancellations, changes, or new reservations will be processed unless the request is sent to **info@NashvilleLimoElite.com**.

Clients must always receive email confirmation for new reservations, quotes, modifications, or cancellations. If confirmation is not received within one (1) hour, please contact our office immediately at **(615) 481-8448**.

Arrival Time

Nashville Limo Elite and its drivers make every reasonable effort to ensure timely arrivals and to avoid unnecessary delays. However, traffic, road conditions, weather, and other circumstances beyond the reasonable control of the company or its drivers may impact arrival times. No refunds or compensation will be issued for delays resulting from such conditions or occurrences outside the company's or driver's control.

Baggage and Personal Property

Nashville Limo Elite assumes no responsibility for the handling, care, or safekeeping of any baggage or personal property transported in its vehicles. Clients are strongly advised to thoroughly check the vehicle for all belongings prior to exiting.

Drivers will clear vehicles promptly following the completion of each service. If personal property is left behind and subsequently recovered, return of such property will be at the client's expense.

Child Safety Restraints

As a licensed and permitted limousine service, **Nashville Limo Elite** strictly adheres to all applicable laws regarding child safety restraints. It is the responsibility of the client to ensure that all children who qualify are properly secured in an appropriate infant, toddler, or booster seat.

Clients planning to travel with a child requiring a safety restraint must notify **Nashville Limo Elite** at the time of reservation and provide their own child safety seat. Please note that the company cannot hold or provide personal child safety seats for out-of-town travel unless special arrangements are made in advance.

The safety of all passengers is always our top priority.

Accessible Pet-Friendly Airport Transportation

Nashville Limo Elite provides transportation to and from all airports and can accommodate small pets, provided that the animal is either leashed or secured in an appropriate carrier while in the vehicle.

For animals weighing over twenty-five (25) pounds, travel must be arranged in a luxury van to ensure the safety and comfort of both the pet and passengers.

Service Animals

Service animals are not considered pets and are permitted to accompany passengers during transportation. Clients are requested to inform **Nashville Limo Elite** at the time of booking if a service animal will be traveling with them.

Excess Cleaning & Damage

In the event that, during or following the transportation service, **Nashville Limo Elite** is required to expend additional time, labor, or materials to clean the vehicle due to the actions of the client or any of their guests—including, but not limited to, spilling food or beverages, vomiting, prohibited smoking, or leaving excessive trash—the company reserves the right, at its sole discretion, to charge the client an additional fee to cover such expenses. Any damage to the vehicle caused by the client, their passengers, or pets will be billed in full to the client. A minimum cleanup fee of **\$300** will be assessed and charged to the client's credit card immediately.

Smoking Strictly Prohibited

As regulated by state law, our employees have the right to work in a smoke-free environment. Thus, there will be absolutely no smoking or usage of any tobacco or e-cigarettes products allowed in any of our vehicles. Any violations will result in immediate ejection from our vehicle with no refund of payment.

Other Charges

Additional charges may apply for expenses incurred on behalf of the client, including, but not limited to, parking fees, valet services, or any client-requested incidentals and amenities. Such charges will be billed to the client in addition to the standard service fees .

FLEET VEHICLES (Unforeseen Situations)

In the event of an unforeseen situation and we are forced to change your vehicle type, **Nashville Limo Elite** will always provide our clients with a clean Luxury Vehicle that can accommodate their event. We always provide our clients with a vehicle that is modern, safe and up to date as the vehicle that was reserved.

SMS Terms of Service

By opting into SMS communications through our website, booking forms, or other channels, you agree to receive text messages from **Nashville Limo Elite**.

Types of Messages You May Receive:

- Reservation confirmations and updates
- Pickup reminders and driver notifications
- Account and booking notifications
- Customer service communications

Message Frequency:

Message frequency may vary depending on your interaction with our services.

Message & Data Rates:

Message and data rates may apply based on your mobile carrier plan.

Opt-Out Instructions:

You can opt out of receiving SMS messages at any time by replying STOP to any message.

Help & Support:

For assistance, reply HELP or visit our website: www.Nashvillelimo.Info

SMS Consent:

SMS consent is not shared with third parties or affiliates.

