

RIS Limousine LLC. Ball Ground GA. 30107 / 770-261-1110 / book@rislimo.com www.rislimo.com

Dear Valued Customer. Please read and confirm acceptance of the following terms & conditions of your reservation and use of RIS Limousine services. After completion, please go back to the website and hit the "SUBMIT" button on the reservation page. After that time, A deposit will be collected, and your time & date saved for your event. **Thank you in advance. RIS Management.**

Deposit required at time of booking : *33% is required to hold your reservation date and time upon booking. Late bookings -or- "Last minute" can be required to put up to 50% deposit.

The Deposit is NOT refundable for any reason once charged. RIS reserves the right at their discretion to refund or convert any portion into a "Credit against further booking" but this should not be expected if a cancellation request is within 72 hours of arrival date.

Deposit will be collected via our inhouse Invoicing program (ZoHo Invoice) in 3 easy steps in your email:

1. "Estimate" : email – This is your quote & you will be prompted to **accept** to move forward
2. "Retainer Invoice" : email - Which will have the deposit amount listed. If all is acceptable and the retainer is paid by credit card (CC) then It will Notify you the booking is confirmed
3. "Invoice": email - Balance of Payment notice once the deposit is made by Credit Card (CC) and applied to your balance, the remaining amount due to what is left to pay as instructed below

Payment of the balance due is sent via email reminder from the computer 1 week before event and again 3 days prior to event then day of event. At any time please notify RIS Mgmt. how payment will be paid, and we can turn off these reminders if they are any nuisance to you.

1. *CASH (Recommended) You can absolutely pay remainder by **CASH** direct to driver on the day of the event – Please put in a separate envelope to / RIS LIMO / and hand to driver before any event starts. If paying by cash it must be presented to driver before any loading.
2. Credit Card – Always accepted online payment the same way you paid your retainer. Please log into your account and pay the balance due. This must be done in advance of the driver arriving to not cause delay. Driver will have to call Manager to confirm payment before loading is allowed. This could cause you delays in arriving to your 1st stop / destination.
3. Important note(s): Drivers will have no way of billing credit cards or ability to give change. Any check returned for insufficient funds are subject to a \$35.00 fee. If applicable, authorities may also be notified. And prosecuted
4. Credit Card on file: Your CC will be billed any and ALL extra charges that incurred after job is completed via same RIS Invoicing Portal System for items NOT in the original quote. (Examples: damage or extra hours extended) If any charges at any time are disputed and "charged back" causing RIS to not be paid this is to serve notice that RIS Attorney will seek a law suit. You will be liable for all unpaid charges and all Attorney fees.

Extra Charges: No one wants extra charges. RIS expects everything to go as normal but in cases things do go wrong expect the following charged and billed to you via ZoHo invoice program for payment

- OT billed @ 30 min segments (x) your hourly rate: as per listed on original email quote
- \$250.00 flat fee NO SMOKING (or Vaping) of any kind at any time
- \$350.00 flat fee Any cleanup of vomit or human waste or fluids of any kind
- \$10.00 flat fee Any broken, chipped or stolen glassware (that is NOT Plastic/disposable)
- ***General repairs / seat repairs or Misc. items broken Billed at Cost + Labor + Any Missed Jobs** (due to the damage caused to RIS Property) **=YOUR COST BILLED TO YOU** as Invoiced to RIS for any Damage to Limousine itself or windows or lights etc.

Expected Behavior:

No fighting or Violent Behavior towards anyone in or out of vehicle including driver. No Illegal Drugs of any kind are permitted. NO weapons permitted at any time unless you are law enforcement or approved by RIS before the job. No harassing (verbal or physical) towards the driver especially when they are driving: If any of the above occurs then the Police (911) will be called and a report filed. Job will be Canceled at that time. You will be left at that site w/ police

21 or OLDER to drink: RIS Limousines are BYOB (Bring your own bottle). If you are over 21 feel free to drink and enjoy yourself. Water and Cokes are provided for free

If you are under 21 yrs. old - Drinking any form of alcohol in any RIS Vehicle is prohibited. We will check I. D's of everyone. Absolutely no "personal Drinks" allowed in vehicle in any containers. If someone under 21 is caught drinking alcohol or a personal drink in any containers not supplied by RIS the Police (911) will be called and a report filed. Job will be Canceled at that time. You will be left at that site w/ police

Company is not responsible for delays caused by traffic before – during -or after job: This should have been considered in your estimate to us at time of quoting. Long delays can and will use up your hours of service quoted and could cause you to shorten your event or overtime to be billed (examples to consider: Concerts / Football Games / Downtown ATL events around rush hour traffic or schools letting out)

Company is not liable in the event of mechanical breakdown while on charter and will only be responsible for making up lost time at a mutually agreed date. In the event the contracted vehicle experiences mechanical problem, accidents, overbooked, or has been delayed by another customer, RIS has the right to substitute a like vehicle or vehicle with adequate seating capacity and RIS will not be held responsible to compensate customer otherwise.

We reserve the right to refuse service to anyone and return the deposit -or- cancel any job at any time as we see necessary due to infractions of our Terms & Conditions or violations

These are the terms and conditions / please confirm acceptance on www.rislimo.com reservations page. We will contact you shortly after to collect deposit and save requested date & time.

Thank you for the opportunity to serve you. RIS Management