

COASTAL ELITE TRANSPORT

LUXURY BLACK CAR SERVICE

Terms & Conditions

Effective Date: June 1, 2023

These Terms and Conditions ("Agreement") govern the services provided by Coastal Elite Transport, LLC ("Company," "we," "us," or "our") to any individual or entity ("Client," "you," or "your") booking transportation with us. By booking our services, you acknowledge that you have read, understood, and agreed to these terms in full.

1. Reservations & Booking

1.1 General Booking Requirements

- All bookings must be made in advance through our online booking system, phone, or email.
- A valid credit or debit card is required to secure all reservations.
- By providing a card, you authorize Coastal Elite Transport to charge applicable service fees, cancellation fees, no-show fees, damages, and agreed-upon charges.

1.2 Last-Minute Bookings

- We will make reasonable efforts to accommodate last-minute bookings when possible but cannot guarantee availability.
- Full payment may be required at the time of booking for last-minute reservations.

1.3 Waiting Time

- Airport Pickups: A 60-minute grace period is provided after flight arrival.
- Non-Airport Pickups: A 15-minute grace period applies.
- Additional waiting time is billed in 15-minute increments at the applicable hourly rate for the selected vehicle.

1.4 Client Delays

- If a Client is delayed beyond the applicable grace period but has not canceled, waiting-time charges apply and the delay may affect subsequent reservations.
- Should a Client delay cause a conflict with another scheduled booking, Coastal Elite Transport reserves the right to conclude the current service to honor following commitments.

2. Pricing & Fees

2.1 Base Rates

- Pricing varies based on vehicle type, distance, duration, and service requested.
- Tolls, parking fees, extended wait time, and additional stops may result in additional charges.

2.2 Gratuity

- A 20% gratuity is suggested, is not included in base fares, and may be added at the Client's discretion.

2.3 Additional Fees

- Extra Stops: \$20 for stops outside one (1) mile of the initial pickup location and/or stops en route to the destination for airport transfers.

- Cleaning Fee: \$150 for excessive spills, messes, or soiling requiring detailing.
- Smoking or Vaping: Strictly prohibited. A \$250 cleaning fee applies.
- Vehicle Damage: Any physical damage to the vehicle or its contents (including tears, burns, or broken fixtures) will be charged at the actual cost of repair or replacement, in addition to any applicable cleaning fee.
- Lost & Found: Coastal Elite Transport is not responsible for lost or stolen items but will make reasonable efforts to return found items.

2.4 Payment Processing Fee

- Beginning March 1, 2026, a 3% processing fee applies to all credit card payments.
- This fee reflects third-party payment processing costs and is non-refundable.
- Fee-free payment options include Zelle, ACH, and check.

2.5 Route & Service Adjustments

- Additional stops, route changes, extended service time, or itinerary modifications may result in additional charges at the applicable hourly rate.

3. Cancellation & No-Show Policy

3.1 Airport Transfers & Standard Bookings

- More than 24 hours before pickup: No charge.
- Within 24 hours: 50% of fare.
- Within 3 hours or no-show: 100% of fare.

3.2 Hourly, Charter & Special Events

- More than 48 hours before pickup: No charge.
- Within 48 hours: 50% of fare.
- Within 12 hours or no-show: 100% of fare.

3.3 No-Show Policy

- Failure to appear at the scheduled pickup location and respond within the grace period will be considered a no-show and charged in full.

4. Safety & Conduct

4.1 Passenger Conduct

- Clients and passengers must comply with all state and federal laws.
- Disruptive, unsafe, or illegal behavior may result in immediate termination of service without refund.

4.2 Vehicle Capacity

- Passenger counts may not exceed the legal seating capacity of the reserved vehicle.
- Coastal Elite Transport reserves the right to refuse service, without refund, if the party size exceeds the capacity of the vehicle booked.

4.3 Luggage

- Luggage must reasonably fit within the reserved vehicle. For airport and cruise transfers, Clients should disclose luggage quantity at booking.
- We are not liable for inability to transport luggage that exceeds the disclosed amount or the vehicle's capacity.

4.4 Child Safety Seats

- Florida law requires proper child restraints for children under five (5) years of age.
- Clients must provide and install their own approved child safety seats.
- Failure to do so may result in refusal of service without refund.

4.5 Alcohol & Drug Policy

- Alcohol is permitted for passengers 21 and older in accordance with applicable laws.
- Illegal drugs are strictly prohibited and will result in immediate service termination without refund.

4.6 Right to Refuse Service

- Coastal Elite Transport reserves the right to refuse or terminate service for safety, legal, or operational reasons.

5. Pets & Service Animals

- We are a pet-friendly service and gladly welcome well-mannered, well-traveled pets in our vehicles.
- Clients are responsible for their pet's behavior. Any cleaning or damage resulting from a pet is subject to the applicable cleaning and damage fees outlined in Section 2.3.
- To ensure the comfort of all passengers and our drivers, we ask that pets be calm and travel-ready. Service animals are always welcome in accordance with applicable law.

6. Vehicle Substitution

- In the event the reserved vehicle becomes unavailable due to mechanical failure, accident, or other unforeseen circumstances, Coastal Elite Transport reserves the right to substitute a comparable or upgraded vehicle at no additional cost to the Client.

7. Affiliate & Third-Party Services

- In cases where service is provided by an independent affiliate or third-party contractor, Coastal Elite Transport acts solely as a booking facilitator.
- The Company is not responsible for the actions, omissions, or vehicle condition of third-party providers.

8. Limitation of Liability

- Coastal Elite Transport is not responsible for delays caused by weather, traffic, accidents, flight delays, road closures, mechanical failures, or other unforeseen circumstances.
- We are not liable for lost, stolen, or damaged personal belongings.
- Our maximum liability under any circumstance is limited to the total cost of the service provided.

9. Indemnification

- The Client agrees to indemnify, defend, and hold harmless Coastal Elite Transport, LLC, its owners, employees, and affiliates from any claims, damages, losses, or expenses arising from the Client's or their passengers' conduct, breach of this Agreement, or violation of any law.

10. Dispute Resolution & Chargebacks

- Clients agree to contact Coastal Elite Transport directly to resolve any billing concerns prior to initiating a chargeback.

- Unauthorized or unjustified chargebacks may result in permanent account suspension and collection of amounts owed.

11. Force Majeure

- Coastal Elite Transport shall not be liable for service interruptions due to events beyond our control, including natural disasters, severe weather, government restrictions, labor disputes, or acts of terrorism.

12. Privacy & Confidentiality

- Personal information is collected solely for booking and service purposes.
- Information is not shared with third parties except as required by law.
- Ride details remain confidential unless legally required to be disclosed.

13. Photography & Media

- Photography or video inside vehicles is permitted for personal use only.
- Commercial use requires prior written consent from Coastal Elite Transport.

14. Severability

- If any provision of this Agreement is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

15. Governing Law

- This Agreement is governed by the laws of the State of Florida. Any disputes shall be resolved in Sarasota County, Florida.

16. Agreement to Terms

- By booking with Coastal Elite Transport, you acknowledge and agree to these Terms and Conditions in their entirety.

Coastal Elite Transport, LLC

Sarasota, Longboat Key, Tampa & Beyond

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