

# ELEGANCE LUXURY TRANSPORTATION, INC

Reservations: (407) 442-2777

Fax: (321) 422-5095

**Toll Free: 1-800-617-6090 (USA & CANADA)**

**[www.EleganceTransportation.com](http://www.EleganceTransportation.com)**

## **TERMS & CONDITIONS/ RESERVATION AGREEMENT:**

1. When submitting your credit card information you agree that you are the credit card holder and that you are requesting the services listed above and that you are authorizing ELEGANCE TRANSPORTATION INC to charge the credit card provided for such services.
2. Please be acknowledged that our driver wages are based on gratuities and for that reason our policy is to add a standard 20% tip on the reservation, you will not have to present a tip at the time of service, it will be automatically added and charged to the credit card. But anything additional would be appreciated "if you like your driver and like his services"
3. ELEGANCE TRANSPORTATION INC has a flight track system and send its chauffeurs to the airport only when the flight status appears as: "landed".
4. When scheduled to pick up at the Private Airport, proms, Weddings, night out rental, hotels, theme parks, shopping malls and Outlets drivers allows only 15 minutes grace period. After grace period passenger agrees to pay the hourly rate. If the customer doesn't agree to the hourly rental after the grace period time, the driver has a right to leave the hotel premises and to terminate the services without a refund.
5. At the Port Canaveral in case you are 1 hour late for the prearranged time described on the run sheet, the hourly rate for your vehicle will be charged after that. If not agreed, the driver has a right to leave the premises and to terminate the services without a refund.
6. In regards to refund, ELEGANCE TRANSPORTATION INC cannot reimburse a fare when the driver is on route to pick up the passenger and the trips get cancelled because customer decides to leave earlier than scheduled.

7. All cancellations made less than 24 hours prior your pick up time are considered LATE CANCEL and will be considered NON refundable. ELEGANCE TRANSPORTATION INC will charge the rate of a one way trip for NO SHOWS, LATE CANCEL OR CANCEL ON SITE.

8. Vehicles cannot be loaded beyond luggage capacity. Luggage capacity: 1 large suitcase per passenger.

9. Company is not responsible for any lost or damaged items inside or outside the vehicle. The client is responsible for check their belongings prior exiting and supervise them when driver is loading and unloading vehicles.

10. The client assumes full financial liability for any damage to the vehicle caused during the duration of the trip by them or any members of their party.

11. Smoking is not permitted a fee of U\$200.00 will apply for each carpet or seat burn. Any fines will be paid for by the customer.

12. The Airlines requires you to be at the airport 2 hours prior domestic flights and 3 hours prior international flights, therefore we suggest you to double the normal travel time to avoid delays. ELEGANCE TRANSPORTATION INC is not responsible for any missed flights.

13. 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.

14. Company is NOT responsible for delays or termination because of unsafe road caused by weather conditions.

**Office Hours:** Monday to Sunday from 6:00 am to 12:00 am. Eastern Time (US & Canada).