

TERMS OF USE “KING AND QUEEN LIMOUSINE”

There is no attempt at hiding or disguising any of our terms which we deem reasonable and fair for both the company's security and the clients' satisfaction.

PLEASE READ CAREFULLY. BY USING OUR SERVICE, YOU SIGNIFY YOUR ACCEPTANCE TO THESE TERMS OF USE. These Terms apply to You and everybody in your group who use the Service.

By paying down-payment you Agree to be bound by these Terms and conditions.

If you disagree with any part of the terms, then please do not use our service.

1. BOOKING ACCURACY:

Please double-check all information inside your trip confirmation number (date, pickup time and address, price, etc).

Passenger / booking person is responsible for reporting any discrepancies immediately.

Your reservation is confirmed if you get confirmation number + receipt for the deposit.

A 20% deposit (down payment) is required to make a reservation.

(DOWN PAYMENT IS NOT REFUNDABLE IN CASE OF CANCELATION)

NOTE: All provided information is considered confidential and will not be shared with anyone with respect of your privacy.

“HOURLY” SERVICE stands for a service BY THE HOUR – each type of vehicle has different hours of booking with a minimum hours depending on type of the vehicle.

PLEASE NOTE: Your reservation will be regarded as an “Hourly” Service and your final bill can be a subject to change after the service is over for ANY overdraft was not agreed upon the booking (please see information above)

2. PAYMENT'S AGREEMENT:

We will send you a secure link to complete a credit card authorization form.

You will see charges from "King and Queen Limo Inc."

We accept debit and all major credit cards as a payment method.

A BILLING DEPARTMENT could take a security deposit in the form of a small amount to verify, in writing, that the credit card holder acknowledges the charges from King and Queen Limo Inc. The credit card holder needs to email us (info@kingandqueenlimo.com) to confirm the amount on the bank statement from King and Queen Limo Inc.

Credit card must be kept on file and 20% DEPOSIT WILL BE CHARGED to secure your reservation (this amount is not refundable).

The rest (80% of the remaining balance) will be charged from the card 48 hours before the travel date. Receipt of payment will be sent by email.

If the reservation is made within the 24 hours prior the service OR made the same day, the billing department will take payment in two separate transactions:

1. A security deposit in the form of a small amount to verify, in writing, that the credit card holder acknowledges the charges from King and Queen Limo Inc. The credit card holder needs to email us (info@kingandqueenlimo.com) to confirm the amount on the bank statement from King and Queen Limo Inc.
2. ONLY after we receive an email with the correct amount from the credit card holder (in US dollars) will the billing department take the final payment.

The remaining balance is also can be paid by Wire transfer, Zelle or Venmo.

You also acknowledge that you have approved the rates quoted and have accepted the terms and conditions. You are responsible for full payment of extra charges, beyond the original agreement, such as:

- Overtime (it calculates an according to the vehicle's type – 1 hour increment)
- Overdraft (waiting time more than 15 minutes, re-routing, extra stop etc)

- Any type of vehicle damages (please see paragraph #6)

We will then finalize the final bill and you agreed to pay the difference after the trip has been completed. All receipts are sent by email.

3. ALCOHOL CONSUMPTION:

By the NY law, alcohol consumption is permitted ONLY in vehicles with a divider (in a limousines). Alcohol is PROHIBITED in standard vehicles (such as sedan, SUV, vans or buses) without a divider/partition between the passengers and the driver.

We can provide with champagne service with a limousine for additional price (we have few options). Champagne service is per request only. It includes one bottle (750 ml), ice and glasses (please contact our representative to confirm the price If you want to enjoy the limousine ride with a champagne or any other liquor).

4. GRATUITY / TIP FOR THE DRIVER POLICY:

A Tip (gratuity) is voluntary. Tips are not included in the order's total, nor are they expected or required. We only promote tipping if your experience was exceptional!

5. CANCELTATION POLICY:

Our team takes every trip seriously. We prepare the car for work 36-24 hours before pickup (mechanic checkup, cleaning)

20% deposit is not refundable.

Late cancelation FEE FULL CHARGE (100%)

- Sedan or SUV (less than 24 hours before the service day)
- 7 passenger's Limousine (less than 48 hours before the service day)
- Sprinter van: 11-pax, 14-pax or JET Van (less than 48 hours before the service day)
- Super Stretch Limousine: Hummer, Escalade or Range Rover (less than 72 hours before the service day)
- All Buses: 24-pax, 36-pax, 40 or 56-pax (less than 72 hours before the service day)

6. AGREEMENT AND LIABILITY OF THE PASSENGER(S):

- All passengers are required by law to wear a seat belts.
- The client/passenger(s) assure that no illegal drugs or alcoholic beverages (like Absinthe) will be consumed in our vehicle(s);
- The client/passenger(s) agree that there will be no smoking in our vehicle(s), otherwise we will charge \$450 fine from the credit card.
- The client/passenger(s) agree that the passenger and luggage capacity of vehicle provided shall not be exceeded.
- The client/passenger(s) hold service harmless and not liable for any personal or material damages arising from the conduct of his/her party.
- The client/passenger(s) is responsible for damages to the vehicle committed by his/her party during service, either willfully or accidentally.

LOST AND FOUND:

We are not responsible for any personal belongings left behind by passengers on our vehicles, including but not limited to phones, glasses, books, wallets, cameras, keys, or other personal items. If such items are found, we will make reasonable efforts to notify the owner. Retrieval of found items can be arranged, or they can be mailed back, both at the owner's expense.

NOTE: We will charge you the cost of cleaning the vehicle because of you or your authorized party Getting Sick in or damaging the vehicle. You also agree and acknowledge to pay all the related fees and charges to get the vehicle back to its normal working condition.

If the vehicle is put out of commission due to damages resulting from your party you will be responsible for compensating for lost revenue until the vehicle is returned to service.

NO FOOD ALLOWED INSIDE VEHICLES (chips, snacks, crackers, candy, etc) - CLEANING FEE WILL BE \$280.00 (including interior + rug cleaning fee) + 1 hour fee of the service (cost depends on the vehicle type) as a compensation for lost revenue until the vehicle is back to the service.

The client/passenger(s) assume full financial liability for any damage to the vehicle cause during the duration of the reservation by any members of their party.

****A minimum fine. Any other type of damages (cleaning, painting, etc.) will be charge from the client/passenger(s) credit card according to receipt.

- Smoking Fine of \$ 450.00 (full exterior + rug cleaning fee)
- Cigarette Burns \$ 700.00 or more depends on the cost/bill after repairing
- Broken or Missing Glasses \$ 25.00 each
- Food / snacks \$280.00 cleaning fee

****You will be responsible for compensating for lost revenue until the vehicle is returned to service.

NOTE: Please be advised that once the service is concluded, we may not be able to assist with any concerns raised after a specified period. It is in the best interest of the customer to reach out to our office immediately by phone 888-558-3339 to allow us the opportunity to rectify any dissatisfaction and make necessary amendments. Failure to notify us within the designated timeframe may limit our ability to address and resolve concerns effectively. We appreciate your understanding and cooperation in this matter.

7. AGREEMENT AND LIABILITY OF THE COMPANY:

- You will receive a trip information number. We suggest you review it for accuracy and notify us immediately if there are any discrepancies. You will also receive a receipt of payment (a deposit receipt and the final receipt 2 days before the service).
- KING AND QUEEN LIMO attempt “Meet & Greet” client/passenger(s) in a prompt, professional and efficient manner.
- KING AND QUEEN LIMO will not be liable for the delays or cancellations caused by the act of God, public enemy, act of terrorism, authority of law, quarantine, riot, accidents, breakdowns, bad road conditions, storm, unsafe road conditions, traffic accidents or unforeseen road events or weather conditions beyond its control.
- KING AND QUEEN LIMO is not liable in the event of mechanical breakdown while on charter and will only be responsible to provide a similar vehicle to continue the ride;

- KING AND QUEEN LIMO is not responsible for any damages to personal property or items/articles left in vehicle;
- Objectionable Persons. The driver of the vehicle will have the right to refuse to transport any person (s) or passenger (s) that is (are) intoxicated, unruly, or believed to be under the influence of any controlled substance without any refunds.
- KING AND QUEEN LIMO will not refuse service to anyone based on race, creed, sex, or national origin.

Thank you for reading KING AND QUEEN LIMO terms and conditions!

Should any further clarification be needed, please do not hesitate to contact us.

We look forward to providing you with excellent service!