

TERMS OF USE “KING AND QUEEN LIMOUSINE” SERVICE

There is no attempt in 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 these Terms and Conditions carefully before making a reservation.

By using our service You agree to use the service which is conditioned on your acceptance of and compliance with these terms. These Terms apply to You and everybody in your group who use the Service. By pressing “Reserve Now” you agree to comply with the terms. The agreement is binding upon client's approval to use the service.

1. **Booking Accuracy**

Passenger is responsible to report any discrepancies immediately.

NOTE: This information is considered confidential and will not be shared with anyone with respect to your privacy.

- Passenger names
- Telephone number
- Type of service
- Arrival/departure airports and flight information
- Destinations (full address including postal / zip code)
- Type of vehicle (number of people and luggage)
- Pricing

Luggage Capacity

King and Queen Limo wants you to enjoy your ride with comfort and safety! On any ground trip, you need the capacity of your hired vehicle to match the number of passengers using the service. Furthermore, the size of the vehicle must be appropriate to accommodate all the accompanying luggage.

COMPANY HAS A RIGHT TO REFUSE THE RIDE IF YOUR LUGGAGE EXCEEDS INITIALLY CONFIRMED AMOUNT OF BAGS (money will not be refundable).

- Sedan: Cadillac, Lexus, Mercedes S550 (3 people + 3 luggage)
- SUV: GMC, Suburban, Lincoln Navigator or Escalade (6 people + total 6 luggage)
- Van: Ford, Mercedes Sprinter (13 people + 13 luggage)
- Limousine 6 pax: Stretch Lincoln Town Car (6 people + 5 luggage total)
- Limousine 8 pax: Stretch Lincoln Town Car (8 people + 6 luggage total)
- Limousine 10 pax: Stretch Lincoln Town Car (10 people + 7 luggage total)

NOTE:. The size of a limousine trunks varies depending on the size of a limousine. Our stretch limousines have passenger seat removed (one next to the driver), due to luggage purposes.

Luggage is not allowed in the interior of the vehicle aside from personal bags such as handbags, briefcases, laptops, small backpacks, etc. Mostly, this is for safety reasons, but we also consider the fact that despite exercising extreme prudence there is always a possibility that luggage may somehow damage the vehicle's interior. The driver has personal responsibility for a limousine. If you have more suitcases/bags than your particular limousine's luggage capacity as mentioned above, we will recommend you to take a luxury van, or extra car for luggage (extra cost).

2. Airport Pickup/ Drop off Service

Airport service is a transfer from the airport to a single address or just from one address to the airport. On a website you can find total price TO or From any location in Manhattan (NYC). We will be glad to provide service to any destination you need, please contact the office to get a QUOTE by email : info@kingandqueenlimo.com or by phone 888-558-3339

We can provide extra stop upon client's request for additional cost (in the other terminal, or any other place/address on the way to your drop off location). Picking up additional passengers will also incur stop charges. Price per stop varies based on the distance and location, please call us to request pricing.

Please contact us via email or by phone to provide this information in advance. If you did not know about extra stop in advance, please call the office. We will check if we can provide you with additional service based on availability.

3. Airport Meet & Greet Service

INSIDE PICK-UP:

We provide FREE "Meet and Greet" service inside the terminal only for Sedan, SUV or Limousine. The driver will come inside the terminal and hold the sign showing the passenger's name. A different content for the sign must be requested through the main office. There is no charge for having a modified Meet and Greet sign. The driver will then escort the passenger/passengers to the designated vehicle location, while assisting with the luggage.

CURB-SIDE PICKUP:

You will get a text message / or a call from the driver after your plane's gate arrival. He will be close to the terminal waiting for your call. Please contact him when everybody collects luggage and is ready to go.

- JFK terminal 5 (for all types of cars). The parking lot is far away from the terminal and walking with luggage is inconvenient. The pick-up point is Level 1 by door #2 (outside the terminal).
- LGA Airport is under construction. Curb-side pick-up is the most convenient option. Please provide the driver with your location and an exact passenger's pickup number.
- Van and Buses only do curbside pick-up. Those types of vehicles are very big, and cannot park.

4. Waiting time

International

Our company provides One (1) Hour FREE waiting time for international flights (free waiting time starts from the official time the flight touches the ground). We schedule the driver to come inside the terminal 60 minutes after landing time.

If you think you will need more than 1 hour, please let us know and we will schedule a late pick-up for you. In this case, we do not provide free waiting time. If you are ready earlier than requested, you should wait for the driver.

Do not leave the terminal without the driver, otherwise, you will be charged as "No Show" ("No Show" Fee is 50% of the fare).

NOTE: If you will not show up 1 hour after actual plane arrival, you **MUST** call us (+1-929-400-1625 OR 888-558- 3339) or send us an email (info@kingandqueenlimo.com) and let us know that we have to continue to wait for you. If you fail to call, KING AND QUEEN LIMO will have the right to release the driver and charge a "No Show" fee ("No Show" Fee is 50% of the fare).

Domestic

Our company provides Thirty (30) Minutes FREE waiting time for domestic flights. We schedule the driver to come inside the terminal 20 minutes after landing time.

We are unable to monitor private flights. If you are flying on a private flight please notify us if there are any delays or changes to your itinerary.

After FREE waiting time ends the charges will accrue from the original pick up time. Waiting time will be charged at 15-minute increments at the rates listed below:

Wait time rates for Airport Pickup / Dropoff Service:

Sedan: \$15 (\$1 per minute)

SUVs: \$20 (\$1.30 per minute)

Vans \$25 (\$1.60 per minute)

8 Passenger Limos and Mercedes S550: \$30 (\$2 per minute)

5. Diverted And Canceled Flights

Our operators constantly monitor the flight up until the moment the vehicle is dispatched. If the flight is delayed after the dispatch of a vehicle there will be a "No-Show" fee or additional wait time if you authorize us to wait for the flight to arrive at the new time.

6. Alcohol consumption

By the NY state law, alcohol consumption is permitted **ONLY** in vehicles with a divider (limousines). Alcohol is **PROHIBITED** in standard vehicles without a divider/partition between

the passengers and the driver. Personal alcohol is not allowed inside the limousine. All alcohol has to be purchased through the King and Queen Limousine company. If you want to enjoy the ride with champagne or any other liquor, please contact us to confirm the price.

7. Payments agreement / Cancellation policy

You will see charges from “King and Queen Limo Inc.”

We accept debit and all major credit cards as a payment method (If you want to pay with Amex credit card it will be extra 3,5% - American Express processing fee).

A credit card must be kept on file to secure your reservation. We charge the card 24 hours before the travel date. Receipt of payment will be sent by email.

NOTE: Customers flying internationally may need to contact the bank and let them know that you are expecting international charge from “King and Queen limo Inc.”

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;
- No show;
- Waiting time;
- Extra stop for airport service or point-to-point service (depending on the distance between addresses);
- Any type of car damages

We will finalize the charges on your card after the trip has been completed. All receipts are sent by email.

Customers have the right to cancel the reservation and receive the full refund only if cancellation is made 24 hours before the service. King and Queen limo has rights to process the full charge if cancellation is made less than 24 hours before the service.

8. Gratuity

A Tip (gratuity) is voluntary. Tips are not included in the order's total, nor are they expected or required. Tipping is optional and is considered as an act of showing an appreciation to the driver.

9. Baby Seats

We offer a forward-facing and booster baby seats. Please remember to specifically request an infant or a toddler seat depending on your child's needs when you place your reservation. Baby seats are an additional cost and upon request.

Prices:

Forward-facing - \$40

Booster seat - \$30

Please verify the correct installation of the child seat before using the service.

10. 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 one day (24 hours) before the service. If you do not, please contact us by email info@kingandqueenlimo.com or call us at 888-558-3339
- 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.

11. Agreement and liability of the passenger(s)

- All passengers are required by law to wear a seat belts;
- Small dogs/cats could be transferred in the cage only;
- 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 \$350 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) is responsible for damages to the vehicle committed by his/her party during service, either willfully or accidentally;

NOTE: We will charge you the cost of cleaning the vehicle as a result 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's actions, you will be responsible for compensating fees used for damage reparation

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

- Smoking Fine of \$ 350
- Cigarette Burns \$ 400
- Broken or Missing Glasses \$ 15 each
- Any other type of damages (cleaning, painting, etc.) will be charged from the client/passenger(s) credit card according to the receipt.