

Terms & Conditions

Please remember, our terms and conditions are created for the Safety of our passengers, employees, others and equipment. By making your reservation with Élan Limousine Service, LLC, you agree to be bound by the following terms and conditions:

Billing

Credit card required for all reservations. All credit cards will be verified for the quoted price, before vehicle leaves the base (our office). All credit cards will be ID verified. We accept all major credit cards.

Additional charges, including, but not limited to "Additional Wait Time", "After hours", "Overtime", "Gratuity", "Fuel Surcharge", "No Show" and other fees, will be itemized on the invoice.

Reservations & Cancellations

Reservation: To make reservations, please call us or email us. Upon receipt of your reservation request, subject to availability, we will email your confirmation in writing. Reservations are not valid, unless you have a written confirmation from Élan Limousine Service, LLC. Only our office staff has the right to make and confirm reservations. Our drivers, tour guides and other employees do not make reservations and confirmations will be void. We recommend that you make your reservation at least 48 hours prior to the actual pick-up time. However, last minute reservations are possible depending on vehicle availability. Reservations scheduled within 12 hours of pick up are non-refundable. To avoid misunderstanding, please check your confirmation carefully. If you find any mistakes in the confirmation letter, please contact us immediately. Our drivers will be routed by the information on the confirmation letter, such as pick up address and pick up times.

Hourly Reservation & Transfers: Cancellation within twelve (12) hours prior to the pick-up time will result in a full charge. We have a NO cancellation policy for Fridays, Saturdays, Sundays and all major holidays.

Hourly Reservation - Overtime: Please ask your driver, if it's possible to go over the reserved time. Approval of the overtime is not guaranteed, it depends on vehicle availability. A 15 minute grace period is allowed following the reserved time. Hourly charges, including all applicable fees will apply on the overtime hourly rate.

Deposit: No deposits are required to make a reservation if the customer provided a valid credit card. All credit cards will be owner verified by ID.

Other Charges:

Other charges will apply for damaged vehicle such as: broken glassware, electronic equipment, carpets, bars, lights, seats, etc. There will be non negotiable charge of \$500 for vomiting inside the vehicle

Personal Belongings: We are not responsible for articles lost, stolen, damaged, or left in our vehicles. You expressly waive any and all notice from Élan Limousine Service, LLC regarding any lost, stolen, damaged or belongings left in our vehicles, or the disposal of same. Please check for your belongings

before leaving the vehicle.

Damages: The client assumes full financial liability for any damage to our vehicle, caused during the duration of the rental by them or any members of their party. A damage fee of \$250.00 will be charged if the client or any member of their party causes any damage to the vehicle, interior or exterior, electronic equipments, etc. In addition to the \$250.00 damage fee, the client will be charged the actual cost of repair or replacement of any damaged parts and materials and will be responsible for vehicles down time at the rate of \$250 per day during the repair. The repair or replacement of any damaged items shall be at the sole discretion of Élan Limousine Service, LLC.

Drug Use Prohibited: Law prohibits drug use. Any use shall result in termination of the transportation and a charge for the full quoted price and other occurring charges. **Suitable Behavior:** Please refrain from excessive drinking, be respectful to the chauffeur, refrain from the use of foul language, and unacceptable behavior - it will lead to termination of the transportation. Quoted price and other occurring charges such as any damages to the property of Élan Limousine Service, LLC, and its employee's well being, applicable attorney fees, court expenses, etc. will apply.

No Liability: We are not liable for circumstances beyond our control, including weather, road conditions, breakdown, etc. We reserve the rights to refuse service to anyone.

Élan Limousine Service, LLC reserves the right, at its sole discretion, to change, modify, add or remove any portion of this Agreement in whole or in part, at any time, without prior notice. Changes to these Terms and Conditions will be effective when notice of such change is posted. Terms and Conditions shall be deemed complete and effective upon posting on www.elanlimousines.com.

Thank you for your cooperation.