

Customer Agreement and Policies

NW Exclusive Limousine strives to maintain the highest level of professionalism and quality of service in order to provide the best service for our clients. NW Exclusive Limousine requires all passengers to follow and comply with the following rules and regulations.

- **Smoke Free Limousines-NW Exclusive Limousine** requires all chartered limousines to remain smoke free at all times. Failure to comply will result in a \$100.00 cleaning fee. Failure to pay will result in immediate termination of service without any refund.
- **Must be 21 or older to possess alcohol**-Alcohol may only be consumed by passengers over 21. It is unlawful for any minor to carry or consume any alcoholic beverage in the limousine at any time and it is considered grounds for termination of the services without refund. Any such items will be confiscated and will be taken to our office for parents to reclaim with an appointment with the proper authorities. See Prom, Winter Formal & All Under Aged Events Policy below!
- **No Drugs Allowed**-Illegal activities, rough behavior, lewd acts are not allowed in the limousines at any time and will result in termination of services without refund.
- **Sunroofs & Windows**-No passenger may stand out of the sunroof or hang out of the limousine windows. These actions are unlawful and violators could face fines by the police and are responsible for any damage caused to our vehicles.
- **Damage** caused by negligence of any passenger will be the liability of the reserving party. All damage will be charged to the renter plus a fee for downtime of the vehicle. Common damages that could possibly occur, however, not limited to: breakage of vehicles glassware, rip or tear in vehicle upholstery, etc.
- **Cleaning Fees** will be charged to reserving party if there is evidence of vomit (inside or outside of vehicle) or excessive liquids spilled inside rented vehicle. Cleaning fees are per incident and can range from a minimum of \$50.00 to \$500.00.
- **Food Consumption** is not allowed inside of any vehicle unless provided by
- **NW Exclusive Limousine** or prior arrangements have been made at the time of reservation. **No gum allowed in limousine.**

- **Lost or Stolen Items** are not the responsibility of **NW Exclusive Limousine.**
- **Reservations & Deposits**- Certain dates and vehicles require deposits with a minimum of \$100.00 to 50% of total charge, which is applied to the total bill for rental of the vehicle. Limousine rentals that fall below \$100.00 will require full payment in advance. No holds on limousines without a deposit. A deposit must be given to make a confirmed reservation. The initial quoted deposit paid reserves your vehicle and is **non-refundable** except in the event that NW Exclusive Limousine is unable to fulfill your reservation.
No exceptions!
- **Payment**-Fees for service must be paid in full prior to your event, including a 20% driver's gratuity charge, unless other payment arrangements have been agreed to by management of **NW Exclusive Limousine.** Extended time for all reservations must be cleared (and paid) with the driver in advance and are subject to availability. Method of accepted payments is: Valid Credit/Debit cards & cash. Personal and company checks accepted, however, must be received within 10 business days prior to date of reservation.
No exceptions please!

- Reservation start times cannot be changed after 72 hours prior to the date of the event and is based on availability.
- **Cancellations** are subject to penalties. If a cancellation is requested after a reservation has been processed with **NW Exclusive Limousine**, a minimum fee of \$100 up to 50% of the total reservation quoted price may be charged.
- **Cancellations** must be submitted to NW Exclusive Limousine either by **email or fax**. If notice of cancellation is not received by NW Exclusive Limousine 72 hours or less prior to scheduled event, 50% of the total rate quote will be charged.
- **Cancellation** of a reservation made within 14 days of the date of service will be charged 50% of the total rate quote.
- **No shows** will be charged 100% of the total rate quote.
- **Charged Time-NW Exclusive Limousine** promises to arrive early. Charged time begins at the agreed upon pickup time established between **NW Exclusive Limousine** and reserving party at time of reservation. In the event that our Professional Chauffeur will not arrive to your pickup location on or prior to the scheduled time of pickup, you will be notified as to the vehicle estimated time of arrival and you will receive a pro-rated refund or additional uncharged time (subject to availability). Delays caused by weather, traffic conditions and mechanical problems are not the responsibility of **NW Exclusive Limousine**.
- **Proms, Winter Formal & All Under Aged Events-We at NW Exclusive Limousine value** your teen's safety and that of their friends on a special night such as a prom. **NW Exclusive limousine** is committed to providing safe transportation so that parents can feel at ease about their teens being in the hands of our trained professional chauffeurs. **NW Exclusive Limousine** has a zero tolerance policy when it comes to alcohol and other illegal substances while transporting minors. If a driver finds any evidence that alcohol, etc. is being consumed at any time during the limousine ride, parents (usually the contact parent established at the time of reservation) will be notified and will be responsible for the transportation of prom-goers for the remainder of the evening without refund. The driver will have the option of returning to the point of pickup or terminating service at the point of infraction. We want their night to be enjoyable, yet **SAFE**, and hope that this policy will give parents peace of mind. We consider ourselves in partnership with parents to keep their teens safe and sober on prom night, etc. We appreciate your strict adherence to this policy, and encourage you to discuss this policy with your teen.
- No **LARGE BAGS** of any kind allowed in the limousine. Included but not limited to purses, duffel bags, back packs, etc.