



## **General Terms and Conditions**

1. Customer must be at least 18 years of age when signing the contract per State law.
2. Customer agrees by signing contract to pay charges owed based on the services requested.
3. Customer must verify all information pertaining to the date of service including, date, time, number of passengers, pick-up location, drop off location, billing information.
4. A 20% gratuity and service fee will be added. Rate does not include parking and tolls.
5. Customer authorizes Titan Limousine, LLC to hold a 50% deposit at time of accepting a reservation on a credit card provided by the customer. This will be a non-refundable and non transferable deposit which will be credit to your final charges.
6. Any cancellation 48 hours prior to the time of service will be charged the 50% deposit. If there is a situation of a “no show” or the cancellation was requested within 48 hours of the time of service a full charge will be charged to the credit card on file.
7. The balance of the contracted trip will be paid via credit card on file the next business day in addition to any overtime or damages, if any. Customer may also pay via certified or cashiers check may be paid in at the beginning of the trip. Customer will receive a 5% discount of the remaining balance if paid by cash at the beginning of the trip. For all other forms of payment other then credit card, any overtime or damages shall be charged the next business day via credit card on file.
8. Any changes made to the contract may result in increase in the price, based on time, schedule, location, route, passenger count.
9. Customer making the reservation understands he/she would be responsible for making other passengers aware of the rules and policies.
10. Customer understand if the number of passengers increase from the original number of passengers stated on contract the hourly price may change based on the total number of passengers in the vehicle. Customer agrees to hold the company and its employees harmless from any consequences of such wrongful use by the customer or customers guest, including the cost to defend against the same.
11. There will be NO smoking in the vehicles at any time.
12. There will be NO eating in the vehicles at any time.
13. Customer agrees not to carry any illegal drugs, narcotics or banned substances in the vehicles at any time.

14. Customer agrees if anyone is found using illegal drugs, fighting or causing any sort of rash and inappropriate behavior in the eyes of the chauffeur, the chauffeur is under strict instructions to terminate the trip and return all passengers to the drop-off or pick-up point.
15. Client shall be liable for all damages sustained inside the passenger area during the client's trip, may it be willfully or accidental. Driver will assess the vehicles before after and during the trip time.
16. Titan Limousine, LLC is not responsible for any items left behind, damaged or lost during the trip.
17. Customer agrees to abide by the vehicle capacity and will not exceed it at any time.
18. 20% increase in rate may occur between 10:00pm and 6:00am. Subject to area.
19. Overtime will be permitted based on availability. This will be to the discretion of the schedule of the vehicle and driver. Any overtime will be charged based on the standard hourly rates of the vehicle in use.
20. Chauffeur will only take instructions from the person who made the reservation and anyone delegated by him.
21. By signing this contract I authorize Titan Limousine, LLC to charge my credit card to any applicable fees for contracted services.
22. Any complaints regarding the trip must be made within 24 hours for us to positively review.
23. There may be an unexpected vehicle malfunction that is beyond our reasonable control. If such a situation may occur we will put in our best effort to find a replacement vehicle. If the customer refuses a replacement vehicle no refund will be made. If we are not able to provide a replacement vehicle in a reasonable time, any money paid in advance will be refunded.
24. Charges will be applied to the credit card on file to cover any damages that occur during the contracted trip. The following charges are based on repair cost of damages occurred: Smoking in the vehicle: \$350.00, Cigarette burn: \$500.00, Ripped or damaged upholstery: \$550.00, Stained carpet: \$200.00, Vomit in or on the vehicle: \$200.00, Lost or broken remote control: \$200.00, Broken glassware: \$20.00 per glass, \$75.00 per decanter and excessive mess: \$150.00.



# Airport Terms

1. Airport rates represent a one way trip from the pick-up to Airport or vice versa. Any extra stops will be subject to the hourly rate.
  2. Passenger requested stops on route during a point-to-point reservation will be charged at \$20.00 per stop.
  3. Passenger requested stops off route for point-to-point reservations, charges will revert to the prevailing hourly rate of \$55 per hour.
  4. A 20% gratuity and service fee will be added. Rate does not include parking and tolls. This will be added to the trip charge on the invoice or will be charged to the credit card on file based on payment options.
  4. Airport Meet and Greet services will be an extra \$10.00 charge.
  5. 20% increase in rate may occur between 10:00pm and 6:00am. Subject to area.
  6. For all point-to-airport reservations, wait time will be charged at the hourly base rate of \$55 per hour at 15 minute increment once the grace period has elapsed. Grace period is defined as fifteen 15 minutes beyond the scheduled pick up time at locations other then airports or railway station.
  7. Grace period for pick ups occurring for domestic flight will be 30 minutes and grace periods for pick ups occurring for international flights will be 45 minutes after actual arrival. We will have “live” tracking to monitor actual arrival time.
  8. Travel charges will apply for areas outside the Metro area and not priced on the Airport rate chart.
  9. Reservation cancellation must be provided 48 hours prior to time of service. No fee will be charged. If the 48 hour notice is not observed a 50% fee of the contracted amount will be charged for cancellation.
  10. If customer is a “no show” at designated location and no communication has been made by the customer, customer will be liable for a full charge of contracted job as well as an extra 30 minutes of wait time. Our chauffeurs will stay available at the location for 60 minutes after the scheduled pick-up.
  11. To avoid a “no show” or if you can not locate the driver or designated pick-up location, please call 877.72.TITAN.
  12. A 25% holiday surcharge, based on the base rate, will be charged for all trips occurring on:
    - New Year’s Day
    - Memorial Day
    - Fourth of July
    - Labor Day
    - Thanksgiving Day
    - Christmas Day
  13. Client agrees that contract must be signed and faxed back within 24 hours or reservations will cancel.
  14. All additional charges, if any, shall be added and itemized on the customer’s billing statement.
  15. All published rates are subject to change without notice. Current rates are confirmed at the time a reservation is made.
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