

ROMAN LIMOUSINE SERVICE

Rental Agreement — Terms and Conditions

In keeping with the finest traditions of luxury service and safety, I/we understand and agree to the following rules of conduct while using the services of Roman Limousine Service. By submitting a deposit, the customer agrees to these Terms and Conditions.

1. Conduct and Legal Compliance

- Roman Limousine strictly enforces state and federal law and maintains a zero-tolerance policy: no alcoholic beverage may be consumed or possessed by any person who is not of legal drinking age.
- All U.S. law enforcement agencies have the authority to stop any vehicle for an administrative search. No contraband may be brought aboard any vehicle owned or operated by Roman Limousine.
- Roman Limousine is not responsible for injuries resulting from horseplay while the vehicle is in motion or at a standstill. The customer is responsible for the conduct of his or her guests.
- No smoking and no food are permitted in any Roman Limousine vehicle.

2. Customer Liability for Damage

At the chauffeur's discretion, the customer agrees to be fully liable for all charges that may be incurred as a result of damage, loss, or excessive cleaning, per the schedule below:

Excessive cleanup (spills, etc.)

\$300.00 minimum

Exterior detailing and wax (illness-related soiling)

\$300.00

Interior shampoo and disinfecting (illness-related soiling)

\$500.00

Burn hole, rip, or tear in upholstery (each)

\$500.00 minimum

Act of vandalism (each)

\$500.00 minimum

Item removed or stolen from the vehicle

The replacement cost of the item, plus lost revenue for each hour the vehicle is out of service

These amounts are minimums; Roman Limousine reserves the right to charge the actual cost of repair, replacement, or lost revenue where it exceeds the listed amount.

3. Personal Property

Roman Limousine recommends that all personal valuables be removed from the vehicle when it is unattended. Roman Limousine is not responsible for any item that is lost, stolen, or damaged.

4. Right to Terminate Service

Roman Limousine reserves the right to terminate this or any other contract for noncompliance with the terms above, including a renter's failure to follow the chauffeur's reasonable requests made to enforce this agreement.

5. Deposits and Cancellation Policy

The deposit is 100% of the total for black cars (sedans and SUVs), \$300.00 for limousines, party buses and the Rolls Royce, and 50% of the total for proms, semi-formals, graduations and school dances. When the total is less than \$300.00, the deposit is the total. The reserved date is held once the deposit is approved, whether authorized by credit card over the phone or online. By providing credit card information by phone, fax, email, or the internet, the cardholder authorizes Roman Limousine to use it for this reservation.

All deposits (cash, check, or credit card) are non-refundable if the customer cancels for any reason. Black cars (sedans and SUVs) are the only exception: the customer can cancel a black car free of charge up to 48 hours before the pick-up time and gets a full refund. Inside 48 hours, a black car booking is not refundable. The remaining balance is due in full at the start of the scheduled rental time.

For all reservations other than black cars, if a reservation is cancelled within ten (10) business days (approximately fourteen (14) calendar days) of the scheduled rental date, the customer remains responsible for the full contracted amount, which will be charged in full. This is because Roman Limousine holds that vehicle exclusively for the reservation and cannot offer it to another customer for the same period.

Cancelling a contract does not relieve the customer of payment: Roman Limousine remains entitled to collect the full remaining balance unless the vehicle is re-rented for the cancelled date at the same rate or higher.

This agreement is based on the information and terms the customer provides. That information is binding and may not be changed without Roman Limousine's acceptance.

A price quote, written or verbal (over the phone), is not an agreement and does not make a reservation. This agreement takes effect only after a deposit is placed, and a deposit is the only way to secure a reservation. The customer must read, sign, date and return this agreement by email.

6. Credit Card Authorization

The credit card holder must sign the Credit Card Authorization form attached to this agreement and provide a photo ID matching the name on the card, or a photocopy of the card used for a phone order.

The customer authorizes Roman Limousine to obtain an authorization on the credit card on file for the contracted amount of the event, and to charge that card for any additional or supplemental charges incurred during service, unless the customer pays the driver in cash. If paying by cash, payment is due at the start of the rental. Gratuity is not included. It is customary and is given to the driver. A minimum 15% gratuity is welcomed and expected by the driver.

Online bookings: the card saved with an online booking is charged for the deposit when Roman Limousine confirms the reservation, and for the remaining balance on the day of the ride.

Convenience fee: every credit card payment carries a 6.25% Convenience fee, with one exception: no fee applies to the deposit of a reservation other than a black car. Black cars (sedans and SUVs) therefore pay the fee on their full card payment, taken when the reservation is confirmed. There is no fee on a balance paid in cash or by a check received in advance (see section 8). When a card payment is refunded, the Convenience fee charged on it is refunded in the same proportion.

7. Overtime and Additional Charges

Roman Limousine cannot guarantee vehicle availability past the scheduled rental time (overtime). Renters should plan for anticipated delays and adhere to the agreed schedule; Roman Limousine is not responsible for traffic, weather delays, or routing to and from the event. An itinerary time may be changed only if doing so will not conflict with another client's reservation booked before or after that time.

All tolls, charges and fees are included in the price. The customer agrees to pay additional charges as incurred: overtime, extra stops and airport waiting time, as listed below.

Parking: Roman Limousine does not charge parking fees. At some venues (for example, Gillette Stadium and the Xfinity Center), the customer pays the venue parking fee at the main gate on arrival, unless the customer buys preferential or VIP parking at their own expense.

- Transfer jobs: priced for a single, immediate pickup and drop-off, with no wait time, and no use of the bar, food, or drinks included. Overtime is billed in 30-minute increments at

half the applicable hourly rate or half the transfer charge. Extra stops are \$15.00 each.

- Airport pick-ups: the first 30 minutes of waiting are free. After that, waiting time is charged per minute: Sedan \$1.00, SUV and Business SUV \$1.50, First Class \$2.00.
- Regular hourly stretch limousine jobs: overtime is billed at the full hourly rate.
- Minimum rental: 5 hours for every vehicle, on any day of the week. Weddings and quinceañeras: 3 hours minimum. Proms: 6 hours minimum.
- No-shows: if the customer does not appear at the designated pickup location and does not notify the office or driver within 4 hours of the reservation time, the full contracted amount will be charged.

8. Late Payment and Returned Checks

Any payment not received within ten (10) days of its due date is subject to late charges and interest at the maximum rate allowed by law, plus reasonable costs of collection (filing fees, court costs, attorney's fees, and similar expenses). Returned checks are subject to a \$50.00 fee; if a check is not accepted, an alternative form of payment is required.

If the remaining balance is paid by check, the check must arrive at least ten (10) business days (about fourteen (14) calendar days) before the event. Any unpaid balance is due at pick-up, in cash or by credit card (a 6.25% Convenience fee applies, see section 6). Checks are not accepted on the day of the event.

9. Complaints

By signing this agreement, the customer confirms they are satisfied with these Terms and Conditions. If the customer is dissatisfied with the service received, they must submit a written complaint within 24 hours of the job's completion. If Roman Limousine does not receive a written complaint within that time, the customer is deemed to have received satisfactory service and to have no valid complaint.

A timely written complaint helps both parties document what occurred and allows Roman Limousine to work with the customer toward an appropriate resolution or compensation. Roman Limousine will contact the customer within one week of receiving the complaint to address the matter. This complaint process is separate from, and does not create a dispute regarding, the customer's underlying payment obligations under this agreement.

10. Equipment

Roman Limousine's vehicles are equipped with high-tech, power-operated equipment that may occasionally experience temporary failure, particularly related to climate control. Such a failure does not affect the safety of the vehicle and does not relieve the customer of the obligation to continue or pay for the contracted trip. Roman Limousine's vehicles are regularly inspected to minimize the likelihood of such issues.

11. Vehicle Substitution

Roman Limousine agrees to provide the vehicle specified in this contract but reserves the right to upgrade or substitute the vehicle in the event of an emergency breakdown or accident. Any such change

will only ever be an upgrade, never a downgrade, at no additional cost to the customer. If no upgrade is available, the customer may instead choose a smaller vehicle at a corresponding discount. A substitution within the same vehicle category, or an upgrade, does not otherwise affect this contract or the amount due.

The customer accepts that a substitute vehicle may be provided if the originally contracted vehicle becomes unavailable for any reason. If a mechanical breakdown occurs during the event, Roman Limousine will complete the event using a substitute vehicle, subject to availability; no refund will be issued in this circumstance.

12. Events Outside Our Control

If Roman Limousine is unable to meet any guarantee or term of this contract due to conditions outside its control — including weather, accidents, or other acts of God — Roman Limousine will use its best efforts to notify the customer of the resulting delay or change.

Roman Limousine, and anyone working on its behalf, is not liable for losses arising from such circumstances.

Acceptance of Terms

I have read and am satisfied with the Terms and Conditions above and fully understand and agree to them.

X_____

Sign here to accept these terms

Print Name: _____

Date: _____

Credit Card Authorization Form

Date: ____ / ____ / ____

To our valued customer: I,

_____, authorize Roman Limousine Service Inc. to charge a deposit of \$_____.00 to the credit card below, per company policy, to reserve the vehicle(s) described in the attached reservation sheet. I also agree to adhere to Roman Limousine's Terms and Conditions attached to that reservation.

All deposits are non-refundable (black cars: free cancellation up to 48 hours before pick-up). Any time used in addition to the contracted time will be billed to this credit card in 30-minute increments, per the Terms and Conditions.

Initial here if you would like the remaining balance of \$_____ to be: _____

- Paid by check, received at our office at least 10 business days (about 14 calendar days) before the scheduled event
- Paid in cash to the driver on the day of the event
- Paid by credit card at the time of pickup (a 6.25% Convenience fee applies to the final balance)

Full Name: _____

Address: _____

City / State: _____

Phone: ____ / ____ / ____

Credit Card: ____ / ____ / ____ / ____

Exp. Date: ____ / ____ CVV: ____

X_____

Cardholder Signature

By signing above, you agree to the Terms and Conditions of this rental agreement.