

Roman Limousine Inc.

Terms and conditions of limousine rental

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 service of Roman Limousine Service:

Roman Limousine will strictly enforce State and Federal Laws and will maintain a zero-tolerance compliance policy that no alcoholic beverages can be consumed or used by any person not of legal drinking age.

All U.S. law enforcement agencies have absolute power to stop any motor vehicle for administrative searches. No person will bring contraband aboard vehicles that are owned and operated by Roman Limousine.

Roman Limousine will not be responsible for injuries that may occur due to horse playing while the vehicle is on motion or at standstill. The customer is responsible his or her guests.

By submitting a deposit, the customer agrees to Roman Limousine's terms and conditions.

At the chauffeur's discretion the customer agrees to take financial responsibility for the following charges that may incur:

- \$20.00 per broken glassware, \$40.00 per damaged decanter,
- \$100.00 minimum for excessive cleanup (spills, food fight, etc),
- \$150.00 detailing and wax (due to motion sickness-exterior),
- \$200.00 shampoo and disinfecting (due to sickness-interior),
- \$175.00 minimum for each burn hole, rip or tear in upholstery,
- \$175.00 minimum for each act of vandalism,
- Triple charge of above listed amounts for all removed/stolen items from the vehicle,
- Downtime subject to loss of revenue, per each hour lost

Roman Limousine recommends that all and any personal valuables to be removed from the vehicle when unattended. We will not be held responsible for any lost, stolen or damaged items. Roman Limousine reserves the right to terminate this or any other contract for noncompliance of the above requests, especially if passengers do not follow chauffeurs' requests in order to obey the rules of this contract.

Smoking of any kind is NOT PERMITTED on board of our vehicles.

Any deposit in form of cash, check or credit cards authorization is **NON-REFUNDABLE** for any reason, if any cancellation occurs at customer's request. Minimum deposit is \$200.00 The remaining balance is due in full at the beginning of the scheduled rental time. The deposit amount is equal to 50% of the total amount for proms and semi-formals and 20% of the total amount for any other type of reservation.

The rental contract between the mentioned person as "renter" and Roman Limousine is made with the information and the terms given to us. All of the information from the renter is binding and cannot be changed without Roman Limousine's acceptance.

Cancellations made within 10 business days or less will result in the fully negotiated rate and the fare will be charged. (Please understand that we cannot offer this limousine to other customer during this reservation period). We will reserve the promised date upon the approval of the purchaser's credit card as per telephone conversation, or online reservation.

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The credit card holder gives authorization to use the credit card information over the phone/fax/email/internet.

The credit card holder must sign the Credit Card Authorization form included below and include Photo ID to match information provided or include a photocopy of the card used on the phone order

Roman Limousine cannot guarantee availability of the vehicle past the rental time (overtime). It is of particular importance that the renter makes allowances for anticipated delays and adheres to the agreed time schedule.

Roman Limousine is not responsible for traffic, weather delays or for routing to and from the event. In the event that the renter wants to change the time of the itinerary, they may do so only if Roman Limousine can accommodate other clients that booked with Roman Limousine prior to or after the said time. The purchaser further agrees to pay additional charges incurred such as overtime, tolls, parking (if any).

Overtime for transfer trips is charged in 30 minutes increments, extra stops are charged \$25.00. Transfer trips are priced for immediate pick up/drop-off, no wait time is included, no usage of bar or drinks/food, etc. If customer fail to show at the designated pick-up location and does not inform office and/or driver within 4 hours of the reservation, the full amount of contracted time will be charged.

Overtime on Stretch Limousine and Party Bus trips will be billed in half hour increments. The renter authorizes Roman Limousine to charge any additional charges after they have rendered services to the renter's credit card as supplemental charge if the renter does not pay the driver. A gratuity is already included in your total unless otherwise noted. If cash payment is selected, the payment is due at the beginning of the rental time. Customer agrees to have Roman Limousine get an authorization for the credit card on file and amount for the event contracted.

Any unpaid balance (10) ten days after the due date, hereon Roman Limousine will have the right to add and collect late charges with interest at maximum rate allowed by law. All such sums are due and owing with other expenses, (filing fees, court cost, and reasonable attorney fees, etc).

Returned checks are subject to a \$50.00 returned check fee. If a check is not accepted, an alternative form of payment is required. Final payments should be made 2 (two) weeks before the event.

Acceptable Forms of Payment - The only form of payment accepted on the day of the event is CASH, CREDIT CARD (card must be present to be swiped) or VENMO/PAYPAL (QR CODE). Checks are not accepted on the day of the event.

I am satisfied with the terms and conditions above and fully understand and agree. If for any reasons, I am not satisfied with the services I receive, I have 24 hours after the completion of the job to file a complaint in writing. If Roman Limousine does not receive my written complaint in the above stated time frame, I agree that there is no valid complaint, and I am fully satisfied with the services I received.

Filing a written complaint insures both parties of what the problem was, and I should help Roman Limousine to assist the renter in any kind of compensation. The renter will be contacted within a week of the complaint to settle the matter. I understand that this a

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separate case from the main contract and therefore have no dispute in general against Roman Limousine and the payment I authorized.

Since Roman Limousine offers high-tech-equipped vehicles, sometimes heat and excessive use of power-operated equipment might be subject to temporary failure. This will of course not interfere with the safety of the vehicle itself and therefore will have no effect on continuing or paying of the contracted trip.

Roman Limousine guarantees that all our vehicles are constantly checked to keep the highest possible standards and eliminate such failures as much as possible. Roman Limousine agrees to send the requested vehicle as offered in the contract.

We reserve the right to upgrade the vehicles or switch the vehicles in case of emergency breakdown or if the vehicles were involved in accidents.

As stated, this will only happen only in a case of emergency and ONLY to upgrade never downgrade. If no upgrade is available, Roman Limousine gives the customer the right to downsize the vehicle and receive additional discounts or cancel for a full REFUND.

No additional charges will occur on customer side if upgrade is made without the customer consent. If switching occurs in the same category or upgrades are made, it will not affect the contract and/or payment of the contract. Customers therefore accept the replacement vehicle(s) may be substituted if contracted vehicle(s) become unavailable for any reason.

In the case of a mechanical breakdown, we will finish the event with a substitute vehicle based on availability, but there will be no refunds. If any of our above guarantees or contracted terms cannot be met due to conditions outside of our control, including weather, accidents and any other acts of god, we will use our best efforts to notify the customer of these conditions and resulting delay or changes.

Roman Limousine or anyone working for Roman Limousine will not be held liable for any losses due to circumstances outside of our control including weather, accidents and any other acts of god.

X_____

Sign here to accept these terms

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CREDIT CARD AUTHORIZATION FORM

To our valued Customer,

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

I acknowledge that all deposits are non-refundable. Any time in addition to the already contracted time will be billed in 1/2-hour increments to your credit card per Term & Conditions.

___Initial here if you would like the remaining balance of \$ _____. _____ to be paid by:

1. Check sent to the office 10 business days prior to the scheduled event,
2. Cash to the driver on the day of the event,
3. Credit card at the time of pick-up (add 6.25% - convenience fee)
4. VENMO/PAYPAL App to the driver

Full Name: _____

Address: _____

City/State: _____

Phone: ____/____/_____

Credit Card#: ____/____/____/____

Exp. Date: ____/____

Signature: X _____

Date ____/____/_____

By signing you are agreeing to the above terms and conditions.