

Agreement **My Limo DFW**

My Limos is a privately held company in the DFW region. It has been providing transportation services since 2007. We offer all of the same benefits and services of national operations; however, we are regional in scope.

Our desire to control our growth has allowed us to stay true to our core values and provide personalized service. It also has allowed our corporate office to have direct interaction with our customers.

Our approach to meeting your transportation objectives is to first understand your needs, then apply technology solutions for operational efficiencies and savings – and finally, apply superior customer service in their delivery.

My Limos experience encompasses fixed route, Para transit, airport sedans, Door to Door service and line run service.

Our transportation services include:

- Source van transportation in remote locations
- Negotiate vendor agreements
- dispatch services
- Automated dispatching services
- Monitor vendor performance
- Process and audit all transportation charges
- Custom invoicing and reporting solutions
- Research and resolve any service disruptions
- Inspect vehicles

My limo DFW Company Policies, Terms and Conditions:

Personal Information: **My Limo DFW**, its parent company and its divisions, and affiliates do not sell rent or disseminate your personal and financial information to any outside third parties. We use the information supplied to provide requested services and collect payment for services rendered in accordance with our rates, terms and policies.

Reservations: Reservations made online are not guaranteed until you have received a confirmation from **My Limo DFW**. Online reservations may be submitted up to 24 hours prior to your requested pick-up time. To request reservation with less than 24 hours advance notice, please call our offices direct at 214-900-9000 and speak to one of our reservation specialists. A valid credit card is required when booking a reservation.

No Smoking Policy: **My limo DFW** maintains a clean environment; therefore smoking and eating is NOT allowed in any of our vehicles.

Please note: **My Limo DFW** is not responsible for service delayed or not rendered due to Mother Nature or to circumstances beyond our control, including but not limited to weather, road conditions, breakdowns due to weather, traffic congestion, road closures, accidents, flight delays, weather delays, road closures, etc. In case of mechanical difficulties or extreme weather hazard, either a replacement vehicle or full refund will be offered. While we make every effort to meet our

obligations, including free upgrade to all-wheel drive vehicles in extreme weather conditions, we do not needlessly jeopardize the safety of our passengers or personnel.

Max Capacity: Drivers are not authorized to exceed the number of passengers stated on your contract. Exceeding the number of passengers is a violation of state law and our insurance guidelines.

Methods of Payment: We accept cash and all major credit cards. Corporate accounts are welcome.

Cancellation Policy:

All cancellation accepted by the phone and e-mail only.

Service fee - A 20% service fee is automatically added to your total which allows us to compensate all of our professional team members. Any gratuity provided to your chauffeur is appreciated, but left solely to your discretion.

Airport Car Service (Sedan/SUV only) - A cancellation fee equal to the trip cost plus 20% service fee for any cancellation made less than 12 hours before the scheduled pickup time. Customers are encouraged to inform us of cancellations as early as possible. Roundtrip reservations must be cancelled as 2 separate trips.

Limousine Service - Limousine cancellation will be accepted only 3 days after actual reservation is placed. A 30% Non-Refundable Deposit is required to hold all stretch Limousine reservations: therefore all cancellations will result in forfeiture of required deposits. Cancellations after 3 days of this reservation date forfeit 100% of the total bill plus 20% service fee. Otherwise, only non-refundable deposit will be forfeited without exceptions.

Wait Time / Stop Time. Point to Point Transfers including all Return Airport Transfers, all Point A to B transfers are non hourly reservations.

- For all point-to-point reservations, wait time will be charged at \$12.50 per 15 minute increments once the grace period has elapsed. Grace period is defined as 15 minutes beyond the scheduled pick up time.

- **My Limo** does not monitor private flights, therefore, wait time will be charged as incurred for any passenger arriving on a private plane that is delayed by more than 15 minutes.

- **My limo** does not monitor train schedules, therefore, wait time will be charged as incurred for any passenger arriving by train that is delayed by more than 15 minutes.

- Passenger requested stops on route during a point-to-point reservation will be charged at \$12.50 per 15 minute increments.

- Passenger requested stops off route for point-to-point reservations, charges will revert to the prevailing **My Limo** hourly rate.

Airport Arrival Transfer Wait Time. **My limo guarantees** that every vehicle will report no later than the pre-arranged pick up time. **My limos** provides up to 30 minutes of free wait time (up to 45 minutes of free wait time on International Arrivals requiring Customs Clearance) on each Airport

Arrival Transfer to obtain your luggage. If you do not meet your Chauffeur or call us within 30 minutes (45 for International Arrival requiring Custom) of your plane landing, we will apply wait time charges based on hourly rates. Regular hourly charges apply for inclement weather or mechanical delay once the plane is scheduled to land and is diverted or delayed.

No-Show Fee: On all reservations a customer will be considered a "no-show" after 30 minutes (45 min. for International Arrivals requiring Customs Clearance) past your scheduled pick up time. If you have not met your Chauffeur or contacted us by phone, you will be charged in full for the reservation. A no-show fee equal to the trip cost plus applicable waiting time will be charged when the passenger fails to show up at the designated location. In order to avoid this charge, passengers should not leave designated locations without first notifying **My Limo** at 214-900-9000.

Surcharges: All out of pocket charges, including, but not limited to: road tolls, parking, airport fees and carts will be billed to the client. There is a \$25.00 extra surcharge for service scheduled for the holidays below.

Holiday Fees: Holiday fees enable us to offer service on holidays. The charge offers our chauffeurs an incentive to be available on holidays. Without it, we simply could not offer service on those days. The holiday charge is a \$25.00 to \$50.00*SUV or Limousine additional charge and is applied on the following holidays:

- Christmas Day
- New Years Day
- Easter Day
- Memorial Day
- Independence Day
- Labour Day
- Thanksgiving Day
- Christmas Eve after 5pm
- New Years Eve after 5pm

Cleaning Fees or Damages:

The Party paying for the reservation is responsible for all damages and/or cleaning charges incurred by the renter and/or Party of the Renter, including but not limited to:

- \$30.00 per broken/removed piece of glassware.
- (2) \$350.00 per damaged DVD player, \$500.00 and up for TV or any other electronic equipment.
- (3) \$200.00 minimum for alcohol spills cleanup.
- (4) \$350.00 detailing (due to sickness).
- (5) \$200.00 minimum for each burn hole, rip or tear to upholstery, \$200.00 minimum for each act of vandalism.
- (6) \$500.00 for each cigarette burn. Smoking is **NOT** allowed in any of our vehicles.
- (7) Triple charge of above listed amounts for all removed items from the vehicle.
- (8) Downtime due to customer's neglect subject to loss of revenue, per hour lost as stated in the contract (\$500 minimum)
- (9) Opening a Car door into another vehicle or Stationary object (\$1500-2000) etc.

Other Additional Charges: An Early Morning or Late Night fee of \$15 will be added to every trip with an actual pick-up time before 6:00 AM or after 11:00 PM. It should be noted that this fee will be

applied for airport pick-ups before 6:00 AM or on scheduled evening arrivals that have been delayed requiring the vehicle to leave the airport after 11:00 PM.

Prom Policy: All prom participants, regardless of age, are required to submit signatures by students and their parents with their Prom/Homecoming Contract. The Contract form includes a definition of acceptable behaviour rules and restrictions. If at any time during a prom trip, our chauffeur observes any breach of prom rules, he is required to terminate the trip immediately, notify the host parent and return all participants to the point of origin. If the chauffeur receives any resistance or argument from the participants or suspects the presence of any controlled or dangerous substance, which includes alcohol in this case, he is required to pull to the side of the road, call the police, request a canine search of the vehicle and notify the host parent he has done so and what his exact location is. From there the police will prosecute, to the fullest extent of the law, any participant found to be in possession of any illegal substance. There will be no refunds if any prom policy rule or restriction is violated. It should be noted that open container laws regulating alcoholic beverages do not apply to any vehicle that is licensed and registered as a limousine. Though we cannot legally and do not provide any alcoholic beverages, it is legally acceptable to consume alcohol in a limousine AS LONG AS ALL PERSONS in the limousine are above the legal drinking age.

We Reserve the Right: My limo and its Affiliates reserves the right to cancel any service without refund if the chauffeur or the office feels the renting party or any one member of the renting party is endangering the rest of the said party and/or if the renting party is in possession of any illegal substances. Absolutely no Minors will be allowed to have possession of any kind of alcohol and/or illegal substances. The service can be cancelled without refund. There are no exceptions.

My limo shall not be liable for circumstances beyond its control including weather, road conditions and breakdowns.

My limo assumes no responsibility for neither lost or damaged baggage nor personal belongings, nor for any items left in the vehicle. **My limo** reserves the right to charge a delivery fee for returning lost items if found. The rate will be equal to the rate of an airport transfer to your location plus 20% service fee.

My Limo and its Affiliates reserves the right to terminate any reservation without refund, if the Operator or Dispatcher feels that the Renter or Party of Renters is putting the Chauffeur or Renter/Party of Renters in danger of injury, or possession of any illegal material.

Service will be cancelled without refund.

Call for pricing schedule on any travel points not listed on our rate schedule. All rates are subject to change without notice.

INSURANCE INFORMATION

My limo is insured with Southern County Mutual insurance.

**The insurance agency is the
UNLIMITED INSURANCE AGENCY**

1140 Empire Central Suite 100

Dallas, TX-75247

Phone: (214)-900-9000

CUSTOMER`S Thank you

PRINT NAME..... **The management,**

SIGNATURE..... MY LIMO

UPDATE FORM 08/16/2009