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## XCLUSIVE LIMOUSINE POLICIES AND TERMS:

**PRIVACY POLICY:** Xclusive Limousine does not sell, rent or disseminate your personal and financial information to any outside third parties. Xclusive Limousine reserves the right to use the information supplied to provide requested services and collect payment for services rendered in accordance with our rates, policies and terms. **RATES AND BILLING:** All Rates are subject to audit after order completion to include parking fees, additional stops & time allotted, etc. Hourly jobs are billed the number of hours you ordered the vehicle for then in 30 min increments thereafter. Xclusive Limousine rates are billed including applicable fees, taxes and gratuity. **GRATUITY:** Additional cash gratuity; it is at your sole discretion, and is only in addition to the 15-20% you have already paid for. You will NOT receive a full or partial refund for the 15-20% gratuity by providing a cash tip to the Chauffeur. **DEPOSIT POLICY:** A deposit of 35% of the total price and a signed contract are required to hold the vehicle. Deposits are non-refundable, since many of our vehicles are booked a year in advance. **CANCELLATION POLICY:** All cancellations made before 7 days' of the booking, are subject to a non-refundable deposit. If a cancellation is made within 7 days of the booking, you will be subject to a 50% charge; and if a cancellation is made within 24 hours of the booking, you will be subject to a 100% charge. Any no shows will be subject to a 100% charge. **WEDDINGS/GRADS/SPECIAL EVENTS:** Require a 50% deposit to hold a vehicle. Xclusive Limousine requires that cancellations be received no less than one month prior to pick up time & deposit will be non refundable. **PAYMENT METHODS:** We accept Visa, MasterCard & American Express. All orders are charged in Canadian Dollars (CAD). All charges including gratuities are billed to your credit card/account or balance plus gratuity to be paid to the driver in full before start of the trip, unless alternate arrangements are made with the office and noted on the booking. Credit Cards are charged prior to the trip. The same Credit Card provided at booking must be present with cardholder at pick-up unless a signed 3rd party authorization with required documents has been placed on file and approved by Xclusive Limousine prior to pick-up or a Corporate Account has been activated and all required documents received. **ADDITIONAL CHARGES:** An upgrade to the limo requested by the customers, lateness or tardiness by the customers, damage to the vehicle by customers and, additional stops requested by the customers are subject to additional charges. **WAITING TIME:** Xclusive Limousine provides up to a 10 minute grace period for all point to point transfers. For Airport Pickups a 40-minute grace period is allowed for all Domestic Arrivals and 1 hour for all International Arrivals. **STOPS:** SUV limousine stops are billed at a minimum \$25/ stop, party bus stops are billed at a minimum \$50/ stop and only apply to transfers or point-to-point rides and not hourly charters/rentals. **VEHICLE SUBSTITUTION:** If the vehicle you have booked is not available due to circumstances beyond our control including but not limited to mechanical failure, accident, weather problems or any other situation that prevents us from sending the vehicle we will substitute a vehicle of equal value. If no vehicles of equal value are available we will send another vehicle that meets your needs and refund any difference in the balance. All these steps will be done in consultation with the client. **UNCONTROLLABLE ACTS:** Xclusive limousine is not liable in the event of mechanical breakdown while on charter and will only be responsible for making up lost time at a mutually agreed date. Company is not responsible for delays or the termination in winter caused by unsafe road conditions (i.e. unsalted roads, accidents, road closures etc.) Standing while a perimeter seating bus is in motion is dangerous and illegal. **VEHICLE DAMAGE/ CLEANING FEES:** 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 vomit/sickness (\$250-500), Alcohol Spillage (\$100), Broken Glassware (\$10/Glass), Burns (\$500 Replacement/Repair), Smoking is STRICTLY prohibited (\$100/violation), Upholstery Tears (\$500-1000 Replacement/Repair) and/or Opening a Car Door into another Vehicle or Stationary Object (\$1500-2000). **ALCOHOL:** Consumption of alcohol in ANY motor vehicle is strictly against the law in BC, regardless of age, \*Section 44(1) Liquor Control Act of B.C. and all related fines will be paid for by the customer. **UNDER AGE/ MINORS:** All minors under the age of 19 may only use this service with the permission of a parent or guardian providing a signed consent form (can be found on our website or <http://www.th.gov.bc.ca/rpt/Documents/PARENT-OR-GUARDIAN-CONSENT-FORM.pdf>). You (as a parent/ guardian) warrant that you are at least 25 years of age and possess the legal authority to enter into this agreement and to use this service in accordance with all terms and conditions herein. You (as a parent/ guardian) agree to be financially responsible for all of your use of this service (as well as for use of your account by others, including without limitation minors living with you). You agree to supervise all usage by minors of this service under your name or account. You (or as a parent/ guardian) also warrant that all information supplied by you or members of your household in using this service is true and accurate. **TERMINATION OF ANY RESERVATIONS:** Company has the right to terminate any reservation WITHOUT refund, if the operator/or dispatcher on duty feels that the renter and/or party of the renter is putting the operator or the mode of transportation/or others in danger of injury; or, if the renter/or party of the renter is in the possession of any illegal/dangerous material and/or substance. Xclusive limousine reserves the right to refuse service in its sole discretion. This is without exception. **LOST OR DAMAGED PERSONAL ITEMS:** Company is not responsible for personal belongings that are left in the vehicle, lost or damaged. We reserve the right to charge a delivery fee and mechanic fee (if required) for returning lost items if found.

IF YOU REQUIRE ANY FURTHER INFORMATION, PLEASE FEEL FREE TO CONTACT  
XCLUSIVE LIMOUSINE SERVICE LTD.