

Elegant Limousine Service Agreement

Elegant Limousine, PO Box 12842, 1726 S. Washington St. Suite 49, Grand Forks, ND 58208

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Please sign and return this form as soon as possible. It is needed to guarantee your reservation.

RESERVATION DEPOSITS AND PAYMENTS

A \$100 non-refundable deposit is required to guarantee your reservation. A larger deposit may be required for longer bookings. Deposits are credited towards the balance due. Reservations are not guaranteed until the deposit is received. Deposits by credit card are recommended to immediately guarantee your reservation. If the deposit is not received within 7 days from the date the reservation is made, the reservation may be cancelled unless additional arrangements have been made. Cash, Checks, Visa, MasterCard, and Discover are accepted.

CANCELLATIONS

In case of cancellation, the deposit will be forfeited. Cancellations with less than a 2-week notice may be billed the total amount quoted for the reservation, which may also be charged directly toward the credit card used for the deposit. Special events (i.e.: concert, sporting event) that are cancelled or postponed within 2-weeks of the scheduled booking may be given the opportunity to use the time reserved for other services, otherwise these terms shall apply. As wedding and prom reservations are typically booked several months in advance and are difficult to re-book on a short notice, **WEDDING AND PROM CANCELLATIONS OR CHANGES TO THE HOURS OF SERVICE WITH LESS THAN A 60-DAY NOTICE MAY BE BILLED THE TOTAL AMOUNT QUOTED FOR THE RESERVATION.**

SMOKING, VOMIT, AND EXCESSIVE CLEANING FEES

A \$100 cleaning fee is added if any glitter, rice, or confetti-type decoration is used in the company vehicles. A \$25 fee may be added if excessive cleaning is necessary beyond routine cleaning (i.e.: spilled drinks/kegs, chips, popcorn, etc.). Styrofoam coolers and popcorn are not allowed. In order to maintain top-of-the-line equipment for our future customers, a \$100 charge per cigarette is automatically assessed if anyone in the renting party should smoke or vomit in the company vehicles. *Please drink responsibly and advise your guests of these additional fees.*

FUEL SURCHARGE

Due to increasing fuel costs, if, on the date of your reservation, mid-grade fuel (89 octane) is at a rate greater than \$2.99 per gallon, a \$25 fuel surcharge may be added to bookings that GO OUT OF THE GRAND CITIES AREA. This will not be assessed for in-town bookings.

FLAT RATE PACKAGES

For flat rate packages (i.e.: kids birthday packages, casinos, concerts, Bear's Den Nightclub, sporting events, airport shuttles, Christmas light tours, ValleyFair/Mall of America day trips, funerals, "dinner and a movie," etc.), the renting party must be ready within 15-minutes of the scheduled departure time or end of event. After 15-minutes, regular hourly rates will apply in ½-hour increments in addition to the package price. All flat rate packages include one pick-up & drop-off location. Add \$15 for each additional stop. **THIS IS NOT APPLICABLE TO RESERVATIONS ON AN HOURLY RATE.**

RESERVATIONS OUT OF THE GRAND CITIES AREA

Reservations initiating outside the Grand Cities area must add the one-way trip travel time from Grand Forks to your location. For example, a 2-hour reservation beginning in a city ½-hour from Grand Forks will be billed 1/2 additional hour for travel time.

GRATUITY

Average gratuity typically ranges 15-25%, and is at the discretion of the renting party. A 10% minimum gratuity *is* required for reservations 6 hours or longer. A 15% gratuity *is* added to corporate, direct billed reservations, and third party reservations.

NSF PAYMENTS

Non-sufficient fund payments, cancelled, or returned checks, or withdrawn payments are subject to a \$25 service charge. NSF payments plus service charge must be paid in full within three days or are subject to prosecution to the fullest extent of the law.

DAMAGES AND/OR THEFT

I agree to reimburse for any theft and/or all damages caused by any persons in the renting party *whether negligent or accidental*, which may be billed to my credit card, or the guaranteeing credit card, upon notification of damages. I agree to pay for lost income during damage repairs. Cost for each damaged/replacement item is as follows: champagne & bar glasses: \$5, glass decanter: \$25. Upon request, these items may be removed from the limousine prior to your booking. I agree to pay Elegant Limousine's legal fees and collection costs, if necessary. Elegant Limousine is not responsible for any lost, stolen, or damaged items.

TERMINATION OF SERVICES

The following may be grounds to terminate our services with no refund for rental time not used, including, but not limited to: possession of weapons or illegal drugs, minor consumption of alcohol, theft or damages sustained to company property, disorderly conduct, failure to comply with company policies set forth within this service agreement. Elegant Limousine reserves the right to refuse service, if necessary. The following may be reason to terminate our services with a refund limited to rental time not used, including, but not limited to: inclement weather conditions or circumstances beyond the driver's control. Please keep in mind, our success is based on your business. Elegant Limousine strives to operate with exceptional equipment, and with your safety in mind. Elegant Limousine will not terminate your services unless absolutely necessary. Elegant Limousine also reserves the right to substitute a comparable limousine, if absolutely necessary, if the limousine reserved is out of service.

NOTE: Due to the extreme size, wheelbase, and passenger capacity of our limousines, we are required to stop at all railroad crossings. These vehicles sometimes may not be able to enter a requested destination due to congestion and/or clearance (i.e.: crowded parking lots, steep inclines, culdesacs, etc.). Our drivers will do their best to get as close as possible to the desired location.

TO DECLINE THE TERMS SET FORTH IN THIS AGREEMENT, YOU MUST NOTIFY US IN WRITING WITHIN 3 DAYS OF RECEIPT OF THIS NOTICE & YOUR RESERVATION WILL BE CANCELLED & DEPOSIT FORFEITED. IF YOU FAIL TO RETURN THIS AGREEMENT OR IF YOU DO NOT NOTIFY US OF YOUR OPTION TO DECLINE, IT WILL BE ASSUMED YOU AGREE TO THE TERMS SET FORTH

Please select the vehicle you have reserved

_____ 14-Passenger Towncar

_____ 6-Passenger Cadillac Escalade-SUV

_____ 20-Passenger Excursion

_____ 3-Passenger Cadillac CTS

(Please fill in the shaded areas below & sign at the 'X' to the right.)

Date of reservation:	<u>PAYMENT AUTHORIZATION</u>		
Start time:		Amount:	\$
End time:		Less deposit:	\$
Rate quoted:	\$	Subtotal:	\$
Each add'l. hour:	\$	Driver gratuity:	\$
CC Auth. #:		Total:	\$
Credit Card Payment Signature: _____			

By signing this contract, I have read and agree to all of the terms above.

X _____
Signature *Date*

X _____
Credit Card Holder Signature ***Date***
(Required if different than above)

Elegant Limousine ***Date***

