



Phone: 678-431-7222 - www.empresselitelimousine.com

TERMS & CONDITIONS

You are a valued customer of Empress Elite Limousine, LLC and we want you to enjoy your use of our vehicle. In order to ensure that the integrity of our vehicle is maintained for future business we ask for your cooperation with the following for any of the services we provide without exception:

EMPRESS ELITE LIMOUSINE, LLC 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. If contraband is aboard, even in negligible quantities without the chauffeurs' knowledge, they can seize and forfeit this vehicle to a local government agency. All law enforcement agencies are aggressively enforcing this policy. Therefore no person will bring contraband aboard vehicles that are owned or operated by EMPRESS ELITE LIMOUSINE, LLC. EMPRESS ELITE LIMOUSINE, LLC will not be responsible for injuries that may occur due to horse playing while the vehicle is in motion or at a standstill. The purchaser on the front of this contract is responsible for his or her guests.

AT THE CHAUFFEUR'S DESCRETION, THE PURCHASER AGREES TO BE FULLY LIABLE FOR ALL CHARGES THAT MAY INCUR.

- (1) \$ 20.00 per broken glassware, \$ 45.00 per damaged DVD Initials _____
- (2) \$300.00 minimum for extensive cleanup (spills, etc.) Initials _____
- (3) \$200.00 detailing and wax (due to sickness-exterior) Initials _____
- (4) \$300.00 shampoo and disinfecting (due to sickness interior) Initials _____
- (5) \$300.00 minimum for each burn hole, rip or tear to upholstery Initials _____
- (6) \$200.00 minimum for each act of vandalism Initials _____
- (7) Triple charge of above listed amounts for all removed / stolen items from vehicle Initials _____
- (8) Downtime subject to loss of revenue, per each hour lost as stated in contract Initials _____

I accept all terms _____
Signature

EMPRESS ELITE LIMOUSINE, LLC recommends that all and any personal valuables be removed from the vehicle when unattended. We will not be held responsible for any lost, stolen, or damaged articles. EMPRESS ELITE LIMOUSINE, LLC reserves the right to terminate this or any other contract for noncompliance of the above requests, especially if renters do not follow chauffeurs requests in order to obey the rules in this contract. No smoking is allowed in our vehicles. Any deposits (cash, checks or credit card authorization) will be non-refundable for any reason, if any cancellation occurs from renter's side. The open balance is due immediately at the beginning of the agreed job. The renter authorizes the immediate 50% deposit & the final payment, states that she/he is the authorized purchaser for this rental contract, the authorized cardholder for the given credit card, responsible and liable for payment of the total amount per cash or credit card. No personal or business checks will be accepted. As with all contracts, the rental contract between the mentioned person as renter and EMPRESS ELITE LIMOUSINE, LLC is made with the information and the terms given to us. All of the given information from the renter is binding and cannot be changed without EMPRESS ELITE LIMOUSINE, LLC' acceptance. If the contract is cancelled after it is signed, EMPRESS ELITE LIMOUSINE, LLC is still authorized to collect the remaining balance in full, if the car was not re-rented again on the cancelled date for the same or higher amount. We will reserve the said date upon the approval of the purchaser's credit card as per telephone conversation. The credit card holder gives authorization to use the credit card information over the phone / fax / internet in combination with a signed contract. It is agreed that it is not necessary to obtain a signed credit card slip, as the reservation is made over the phone / fax / internet. Proof of identity of the

purchaser using said credit card must be supported by the signed contract / credit card authorization via fax or in person. At time of pickup we need the credit card, state identification of the purchaser that authorizes the transaction for the signed contract. If the purchaser cannot provide all of the above items at the time of pickup, EMPRESS ELITE LIMOUSINE will not start the job, as we have no proof of the legal possession of the credit card. Therefore the risk of not getting paid will give us the right to cancel. The purchaser is still fully responsible to pay the total amount as he failed to provide the above requirements.

EMPRESS ELITE LIMOUSINE, LLC cannot guarantee the availability of overtime. It is of particular importance that the purchaser makes allowances for anticipated delays and adheres to the agreed time schedule. In the event that the purchaser wants to change the time of the itinerary, they may do so, only if EMPRESS ELITE LIMOUSINE, LLC can accommodate other clients that booked with EMPRESS ELITE LIMOUSINE, LLC prior to or after the said time. The purchaser further agrees to pay additional charges incurred such as overtime, cellular usage, tolls, parking etc. Overtime for transfer jobs is charged in one 30 minutes increment. Transfer jobs are priced for immediate pickup/drop-off, no wait time is included, no usage of bar or drinks/food etc. Base price is for simple transportation. The overtime will be billed by hourly rate. If customer fails to show at designated pick up location and does not inform office and/or driver, the full amount of contracted time will be charged. The purchaser authorizes EMPRESS ELITE LIMOUSINE, LLC to charge any additional charges after they have rendered services to the purchasers' credit card as supplemental charge. A 20% gratuity will be added to your total charge. If cash payment is selected, the payment is due at the beginning of the rental time. Customer agrees to have EMPRESS ELITE LIMOUSINE get an authorization for the above credit card and amount, for the event stated above.

If any payment due hereunder will be unpaid (10) ten days after the due date, hereon EMPRESS ELITE LIMOUSINE, LLC 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 any other expenses, (filing fees, court cost, and reasonable attorney fees, etc.). Necessarily injuries by reason of such non-payments, I the credit card holder / purchaser agree to pay EMPRESS ELITE LIMOUSINE, LLC upon signing of this contract. I am satisfied with the terms and conditions above and fully understand and agree. If, for any reasons, I am not fully satisfied with the services I receive, I have 24 hours after the completion of the job to file a complaint in writing. If EMPRESS ELITE LIMOUSINE, LLC does not receive my written complaint in the above stated timeframe, 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, that it is fully understood what the problem was, and should help EMPRESS ELITE LIMOUSINE, LLC to assist the purchaser in any kind of reimbursement. The purchaser will be contacted within a week of the complaint to settle the matter. I understand that this is a separate case from the main contract and therefore have no dispute in general against EMPRESS ELITE LIMOUSINE, LLC and the payment I authorized. Since EMPRESS ELITE LIMOUSINE, LLC offers high-tech-equipped vehicles; sometimes heat and excessive use of all 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. EMPRESS ELITE LIMOUSINE, LLC guarantees that all our vehicles are constantly checked to keep the highest possible standards and eliminate such failures as much as possible. EMPRESS ELITE LIMOUSINE, LLC agrees to send the requested vehicle as offered in the contract. We have the right to upgrade the vehicles or switch the vehicles in case of emergency breakdown or if vehicles were in accidents. As stated, this will only happen in emergencies, and to upgrade, never downgrade. If no upgrade is available, EMPRESS ELITE LIMOUSINE gives the customer the right to downsize the vehicle and receive additional discounts if wanted. No additional charges will occur on customer side if upgrade is made without customer request. If switching occurs in the same category, or upgrades are made, it will not affect the contract and / or payment of contract. Customers therefore accept that replacement limousine may be substituted if contracted limousine becomes unavailable for any reason. 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 delays or changes.

I agree to all of the above.

Signature Full Name – PRINT