

Charter Rules

Please keep a copy of this page for your records - *You are responsible for knowing and complying with these rules.*

THESE RULES APPLY TO ALL CHARTERS

- 1) Mid Michigan Limousine (MML) agrees to provide the designated vehicle and a driver at the time, date and location specified on the contract.
- 2) Unless specified on the contract, requests for additional hours on the day of the event will only be provided if the vehicle is available. Additional hours are not guaranteed. Overtime will be billed at the rate of \$80 per hour, billed in half hour increments unless discussed prior. Customer agrees to pay any overtime charges.
- 3) Customer understands and accepts that Acts of God, unforeseen traffic & severe weather conditions may delay travel. There may be unexpected vehicle breakdowns &/or amenity breakdowns & other unforeseen events beyond the control of Company for which Company shall not be liable to Customer. In the event of any of the above, all efforts will be made to supply a replacement vehicle. If a replacement vehicle is sent &/or Customer refuses a replacement vehicle, no refund is due. If customer uses vehicle "as is", no refund is due. If no replacement is available & Company deems vehicle unable to continue the rental, refund shall be limited to the unused portion of service and shall not exceed the amount paid by the Customer. In case of an emergency, the Company may sub-contract this rental to another limousine service
- 4) The number of passengers allowed in the vehicle shall not exceed the number specified on the contract or the maximum capacity in which the vehicle is designed to transport.
- 5) MML and its employees are not responsible for any unattended, forgotten, left, lost, damaged or stolen articles at any time in the vehicle.
- 6) The sale or use of ILLEGAL DRUGS or SMOKING is *STRICTLY* FORBIDDEN. Alcohol consumption by minors is also *STRICTLY* FORBIDDEN. There is to be no fighting or wrestling on the vehicle at any time. MML reserves the right to immediately terminate service without any refund to any party or person(s) who violates these rules.
- 7) Harassment, belligerent and/or aggressive behavior, whether physical or verbal, to any MML staff will **not** be tolerated. Driver or staff reserves the right to terminate services immediately without refund in the event of such occurrences.
- 8) All tolls (ETR 407) and parking fees are not included in the rental rate and are the responsibility of the customer.
- 9) There will be a \$10.00 charge for any broken or missing glassware. There will be a \$25 charge for missing / broken iPod cord. This will be billed to the credit card on file.
- 10) Non-Emergency use of the Emergency Exits in the vehicles is prohibited; if damage is caused to the window as a result of a Non-Emergency the customer will be charged a \$500.00 fee for the replacement of the window.
- 11) Customer accepts full responsibility for vehicle damage or special cleaning and any loss of income due to negligence and/or carelessness caused by any member of the customer's group or the customer. (i.e. vehicle damages caused from smoking, burns, vomiting, scratches, broken glassware, stains, wrestling, kicking windows/mirrors, etc..). Customer authorizes MML to charge the guaranteeing credit card for the expenses of any such damage. If the guaranteeing credit card cannot be charged for any reason, customer agrees to pay for damages within seven days from the event date. Customer agrees to pay for any collection expenses and/or attorney fees and costs associated with collections efforts.

12) FAILURE OF CUSTOMER TO COMPLY WITH THESE RULES AND REGULATIONS WILL RESULT IN TERMINATION OF SERVICE(S), REQUIRING PAYMENT IN FULL WITH NO REFUND.

Name (please print): _____ Signature: _____

Date of service: _____ Today's date: _____

