

# MERIT LIMOUSINE LLC

## Company Policies

Our policies were created in the interest of passenger safety, comfort, and satisfaction, as well as maintaining the integrity of the company. Please take a moment to familiarize yourself with our company policies. If you have any questions regarding our policies, or our service in general, please feel free to call us anytime at (201) 600-4715.

### **Reservation Deposits**

All reservations require a credit card to guarantee the reservation at the time the reservation is placed. A charge for Airport Transfers will be billed on the day service is provided.

### **Waiting Time**

Airport Pick-ups: We allow 30 minutes free waiting time for a domestic flight and 60 minutes free waiting time for international flights. After the period has expired, time will accrue at the applicable hourly rate plus gratuity, and be billed to the client in half hour increments. Please note we must have the proper flight number & airline on airport pickups. Merit Limousine is able to monitor all commercial flights keeping waiting time at a minimum.

Transfers: We allow 15 minutes from the scheduled pick-up time, for all Airport Drop-offs and Point to Point Transfers. After the period has expired, time will accrue at the applicable hourly rate plus gratuity, and be billed to the client in half hour increments.

Merit Limousine 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 10 minutes.

### **Cancellations**

Round Trips must be cancelled as two separate reservations. We have a 12 hour cancellation policy for our Sedan, SUV, and Van services and a 96 hour cancellation policy for our Stretch Limousine services. You may cancel a Sedan, SUV, and Van reservation up to 12 hours and a Stretch Limousine reservation up to 96 hours with no penalty. For rides which are not cancelled or are cancelled passed the allotted time will result in a full charge equal to the base fare price of the trip plus the 20% service fee.

**No-Show Fee**

No-Shows are subject to all charges including gratuity, tolls, and any applicable fees. A No-Show is defined as a reservation that has not been cancelled or changed by the client, and as a result, a vehicle was dispatched to the scheduled pick up location, at the scheduled pick up time, but the client is not present, and/or does not arrive at the pickup location or contact the office or chauffeur within a reasonable time frame. In order to avoid this charge, passengers should not leave designated locations without notifying Merit Limousine. A No-Show fee equal to the base fare price of the trip plus 20% service fee plus applicable wait time fee will be charged when the passenger fails to arrive at the designated location. To avoid a No-Show fee call (201) 600-4715 if you cannot locate your vehicle.

**Excessive Damage & Cleaning**

Client, of record, is responsible for any unreasonable or excessive damage, and/or cleaning costs beyond what is expected through normal use. There will be a \$200.00 charge if any passenger gets sick in the vehicle to cover the cost of professional cleaning and vehicle down time.

**Alcohol**

No one will be permitted to carry or consume alcohol in any of our vehicles under any circumstance.