

Policies

Best Chicago Limousine Service Policies, Terms and Conditions:

Personal Information: Best Chicago Limousine, its parent company and its divisions, and affiliates do not sell, rent or disseminate your personal and financial information to any outside third parties. We use the information supplied to provide requested services and collect payment for services rendered in accordance with our rates, terms and policies.

Reservations: Reservations made online are not guaranteed until you have received a confirmation from Best Chicago Limousine. Online reservations may be submitted up to 24 hours prior to your requested pick-up time. To request reservation with less than 24 hours advance notice, please call our offices direct at 847-470-8200 and speak to one of our reservation specialists. A valid credit card is required when booking a reservation.

No Smoking Policy: Best Chicago Limousine maintains a clean environment; therefore smoking and eating is NOT allowed in any of our vehicles.

Please note: Best Chicago Limousine is not responsible for service delayed or not rendered due to mother nature or to circumstances beyond our control, including but not limited to weather, road conditions, breakdowns due to weather, traffic congestion, road closures, accidents, flight delays, weather delays, road closures, etc. In case of mechanical difficulties or extreme weather hazard, either a replacement vehicle or full refund will be offered. While we make every effort to meet our obligations, including free upgrade to all-wheel drive vehicles in extreme weather conditions, we do not needlessly jeopardize the safety of our passengers or personnel.

Max Capacity: Drivers are not authorized to exceed the number of passengers stated on your contract. Exceeding the number of passengers is a violation of state law and our insurance guidelines.

Methods of Payment: We accept cash and all major credit cards. Corporate accounts are welcome.

Cancellation Policy:
All cancellation accepted by phone only.

Wait Time / Stop Time. Point to Point Transfers including all Return Airport Transfers, all Point A to B transfers are non hourly reservations.

- For all point-to-point reservations, wait time will be charged at \$15.00 per 15 minute increments once the grace period has elapsed. Grace period is defined as 15 minutes beyond the scheduled pick up time.
- Best Chicago Limousine does not monitor private flights, therefore, wait time will be charged as incurred for any passenger arriving on a private plane that is delayed by more than 15 minutes.

- Best Chicago 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 15 minutes.
- Passenger requested stops on route during a point-to-point reservation will be charged at \$10.00 for stop in the same town and \$20.00 for stops in different town.

No-Show Fee: On all reservations a customer will be considered a "no-show" after 45 minutes (one hour for International Arrivals requiring Customs Clearance) past your scheduled pick up time. If you have not met your Chauffeur or contacted us by phone, you will be charged in full for the reservation. A no-show fee equal to the trip cost plus applicable waiting time will be charged when the passenger fails to show up at the designated location. In order to avoid this charge, passengers should not leave designated locations without first notifying Best Chicago Limousine at 847-470-8200.

Holiday Fees: Holiday fees enable us to offer service on holidays. The charge offers our chauffeurs an incentive to be available on holidays. Without it, we simply could not offer service on those days. The holiday charge is a \$25 additional charge and is applied on the following holidays:

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| • Christmas Day | • Labor Day |
| • New Years Day | • Thanksgiving Day |
| • Easter Day | • Christmas Eve after 5pm |
| • Memorial Day | • New Years Eve after 5pm |
| • Independence Day | |

Cleaning Fees or Damages: 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 but not limited to:

- (1) \$30.00 per broken/removed piece of glassware.
- (2) \$350.00 per damaged CD/DVD player, \$500.00 and up for LCD screen or any other electronic equipment.
- (3) \$200.00 minimum for alcohol spills cleanup.
- (4) \$350.00 detailing (due to sickness).
- (5) \$200.00 minimum for each burn hole, rip or tear to upholstery, \$200.00 minimum for each act of vandalism.
- (6) \$500.00 for each cigarette burn. Smoking is **NOT** allowed in any of our vehicles.
- (7) Triple charge of above listed amounts for all removed items from the vehicle.
- (8) Downtime due to customer's neglect subject to loss of revenue, per hour lost as stated in the contract (\$500 minimum)
- (9) Opening a Car door into another vehicle or Stationary object (\$1500-2000) etc.

Other Additional Charges: An Early Morning or Late Night fee of \$15 will be added to every trip with an actual pick-up time before 5:00 AM or after 11:00 PM. It should be noted that this fee will be applied for airport pick-ups before 5:00 AM or on scheduled evening arrivals that have been delayed requiring the vehicle to leave the airport after 11:00 PM.

Prom Policy: All prom participants, regardless of age, are required to submit signatures by students and their parents with their Prom/Homecoming Contract. The Contract form includes a definition of acceptable behavior rules and restrictions. If at any time during a prom trip, our chauffeur observes any breach of prom rules, he is required to terminate the trip immediately, notify the host parent and return all participants to the point of origin. If the chauffeur receives any resistance or argument from the participants or suspects the presence of any controlled or dangerous substance, which includes alcohol in this case, he is required to pull to the side of the road, call the police, request a canine search of the vehicle and notify the host parent he has done so and what his exact location is. From there the police will prosecute, to the fullest extent of the law, any participant found to be in possession of any illegal substance. There will be no refunds if any prom policy rule or restriction is violated. It should be noted that open container laws regulating alcoholic beverages do not apply to any vehicle that is licensed and registered as a limousine. Absolutely no Minors will be allowed to have possession of any kind of alcohol and/or illegal substances.

We Reserve the Right: Best Chicago Limousine and its Affiliates reserves the right to cancel any service without refund if the chauffeur or the office feels the renting party or any one member of the renting party is endangering the rest of the said party and/or if the renting party is in possession of any illegal substances. Absolutely no Minors will be allowed to have possession of any kind of alcohol and/or illegal substances. The service can be cancelled without refund. There are no exceptions. Best Chicago Limousine and its parent company shall not be liable for circumstances beyond its control including weather, road conditions and breakdowns. Best Chicago Limousine and its parent company assumes no responsibility for neither lost or damaged baggage or personal belongings, nor for any items left in the vehicle. Best Chicago Limousine reserves the right to charge a delivery fee for returning lost items if found. The rate will be equal to the rate of an airport transfer to your location plus 20% gratuity fee. Best Chicago Limousine and its Affiliates reserves the right to terminate any reservation without refund, if the Operator or Dispatcher feels that the Renter or Party of Renters is putting the Chauffeur or Renter/Party of Renters in danger of injury, or possession of any illegal material. Service will be canceled without refund.