

# Newport Limousine

## Terms and Conditions

To make your time with Newport Limousine an enjoyable one, we ask your cooperation with the following:

Newport Limousine supports State and Federal laws and maintains a zero tolerance compliance policy that minors can consume no alcoholic beverages. Newport Limousine or its subcontractors shall not be responsible for any injuries sustained by passengers while horse playing while the vehicle is in motion. No contraband or smoking is allowed in any of the vehicles. The purchaser shall be responsible for the conduct of the guests in the vehicle.

### **Damage to vehicles:**

At the chauffeur's discretion, the purchaser agrees to be responsible for all charges that may incur as due to the following:

- 1) Broken glassware, 25.00 per broken piece
- 2) Sickness in the vehicle, \$350 for interior and exterior cleanup
- 3) Tears or burn holes in interior, \$200
- 4) Acts of vandalism or other damage, \$150 or as determined by damage estimate

### **Passengers:**

In addition, the chauffeur may terminate the contract if a passenger becomes unruly and out-of-control, or if safety is compromised in any way. In the event service is terminated, all balances will be due and payable. Due to legal requirements, there shall be no additional passengers unless previously agreed upon. Number of passengers allowed in the vehicle shall be no more than specified number in contract or limited to the vehicle passenger capacity it is designed to carry.

### **Lost items:**

Newport Limousine recommends that all and any valuables be removed from the vehicle when unattended. We will not be held responsible for any lost, stolen, or damaged articles. If you are missing an article, and we are able to locate it, we will make every attempt to return that item to you in a timely manner.

### **Overtime:**

Newport Limousine cannot guarantee the availability of overtime, although we will make every attempt to accommodate your schedule changes.

### **No shows:**

If after paying the deposit, the customer fails to show up for their service or to call and cancel, customer will be responsible for entire balance of job/contract.

### **Wedding and Special Event Deposit Policy:**

A deposit of 35% of the total price and a signed contract are required to hold the vehicle. Deposits are non-refundable, since many of our vehicles are booked a year in advance. Occasionally, we do apply a partial credit from the deposit to a future event, depending on circumstances and how soon we receive the cancellation.

### **Limousine, Sedans, Vans, Airport, Tour Deposit Policy:**

In the event that you must cancel a reservation on limousine, sedan, or tour services: Due to the fact that many of our costs are committed well in advance, deposits are non-refundable. Cancellations with more than 7 days notice are subject to a deposit fee of 25%. Reservations cancelled less than 24 hours prior to event are 100% non-refundable for the total cost, unless the cancellation is due to severe and inclement weather. It is recommended that the passenger turn on their cell phone, when available, to help in meeting the driver in a timely manner.

If a customer is not satisfied with the services, they have 48 hours from the date of the service to register a written complaint about the service. If the complaint is received within the 48 - hour time frame, Newport Limousine will make every attempt to facilitate negotiations for a settlement between the customer and subcontractor.

**Newport Limousine shall not be liable for loss or damage due to conditions beyond our control, including but not limited to acts of God, inclement weather, unforeseen mechanical failure, and the like.**

Newport Limousine agrees to send the vehicle as contracted, but in cases of mechanical failure, accidents, or breakdowns, we may substitute a similar vehicle or upgraded vehicle at no extra charge. If no upgraded vehicle is available, the customer has the right to downsize the vehicle and receive the appropriate discounts. If the contracted vehicle is unable to travel due to inclement weather, customers will receive a full refund unless it is mutually agreed to substitute another vehicle with discounts available.