



TERMS AND CONDITIONS

CANCELLATION

We understand that circumstances may arise which may change your travel plans. Keeping that in mind, we will gladly give a refund for any reservation canceled within the following cancellation terms:

Cancellation Terms: Cancellations within less than 24 days' notice for all premium and executive sedan, mid and full size SUV's and less than 3 days for Limo bus, Stretch Limo and Sprinter Party bus and Sprinter Passenger vehicles are **subject to full contract charge and is non refundable.**

You will be billed the total contract amount; this means you will pay for all charges on the contract. By signing and or entering your credit card information into our reservation system you agree to abide in full to Socal Executive Car Service's contract for each individual/joint or company card holder is authorizing, Socal Executive Car services (<https://socalexecutivecarservices.com/>) and affiliate companies providing service to clients, authorize to charge the credit card for any of the following charges, deposit, cancellation fee, damages to the vehicle, waiting charges, additional stop or mileage and all services rendered. We calculate the service hours with half an hour and some vehicles full hour increment and charge when 24 hours prior to the trip occurring.

We cannot refund payments if cancellation occurs within less than 24 hours of pick up time for the airport rides or if the traveling party elects not to appear for a pickup (a no show) without notification. Refunds, when approved usually show on your account within 10 business days. Deposits are Non Refundable (except within the cancellation time).

PRIVACY

We are committed to protecting your privacy. Socal Executive Car Services may only release account information when necessary to (i) comply with law, (ii) enforce or apply the terms of any of our user agreements or (iii) protect the rights, property or safety of Socal Executive Car Service, our users, or others.

CREDIT CARD PROCESSING



All credit card, PayPal, and payment network direct pay payments are subject to 3.5% Processing-convenience fees.

ADDITIONAL DISCLOSURES

Farm out/affiliates: please note for some of our rides, we may use and hire our affiliated companies, and independent contractors (farm out) and their vehicles with use of their commercial insurance, bonds & TCP state license to provide service. Please note that their commercial insurance is in effect and involved with the work hired through us. They are insured and licensed to perform the transportation. They are authorized by airports and comply with local and state rules and regulations. Please note they can charge you directly.

AIRPORT ARRIVALS-DEPARTURES

We do not guarantee/suggest any claim nor responsible on any schedule changes of arrival or departure time. It is at the client's sole discretion & responsibility to accurately calculate the travel time needed to reach destination. It is recommended and sole responsibility of the clients to check and verify flight arrival or departure time. **Any extended wait over 30 minutes such as flight delay will be an extra hour of charge of the negotiated rate.**

Full charges may also apply if the passenger fails to show up and/or fails to contact our office. Multiple stops: all rides with multiple pickups/ drop offs (except for hourly contracts) and stops could be subject to additional charge of \$60-\$80 per stop. **Additional driving waiting charges will occur over the negotiated rate for any extended wait over 15 minutes for non airport pick ups.**

CHARGES-CARD AUTHORIZATIONS:

All reservation confirmations are subject to pre-authorization and accuracy of the credit card, including all other method of payments. **If the credit card on file is not valid/expired/declined/lost or stolen, we reserve the right to cancel the ride without any notice, unless replaced by a valid credit card or another form of payment.** Rates, Terms & Policies are subject to change without notice. All rates and rights are subject to prior reservation with confirmation.



CONTRACT AGREEMENT

20% gratuity, will be added to all final bills, except already added to the bill, or it was all inclusive contracts.

Rates, Regulations and Release of Liability for all Vehicles

1- No alcohol consumed by under the age of 21 years in any authorized vehicles. We reserve the right not to allow alcohol.

2- No SMOKING inside the vehicles, \$150.00 charge per incident. No exceptions. No use of any illegal drugs of any kind.

3- Damages to the vehicles caused by the passengers, the card holder are responsible for the full repair charges.

4- Charge of \$75-\$300 for any excessive clean up fees, and sanitation.

5- All unruly persons will be dropped off at the sole discretion of the driver with no refund.

6- We will not be responsible for any claim for missing, damaged, left behind or stolen property.

7- Clients agree that replacement vehicles may be substituted in the event of any major mechanical issues, Accident, or other unexpected issues, and no refund will be issued.

8- We reserve the right to refuse driving on any roads where conditions are unsafe, we reserve the right to refuse service to anyone.

9- Clients/guests to be informed that the vans-buses are higher than usual vehicles and may be more difficult to get in and out of the vehicles especially for elderly guests and with medical condition. Guests must use caution to get in and out since our vans-buses are higher.

10- Children under the age of 8 must be in a car seat or booster seat, and 4' 9" or taller be secured by a safety belt in the back seat.

11- Vehicles cannot be loaded beyond seating capacity.

Estimates are subject to rate changes and approved final Quotes are valid for 24 hours. Rates are subject to availability. Confirmations are not guaranteed reservations, until guaranteed by valid method of payment. Assessment of all charges, overtime, damage costs, safety rules, are the sole discretion of the driver & will have charges. The prices quoted to the clients are best estimates only.