

Service Plus Limousine Services

170-6A The Donway West
Suite 801, Don Mills, ON M3C ZE8
Phone: 416-755-7560
Toll Free: 1-800-993-9029 (US & Canada)

Limo Booking Terms and Conditions

By placing a reservation with Service Plus Limousine Services you acknowledge and expressly agree to the following policies, terms and conditions and further expressly authorize Service Plus Limousine Services to charge your credit card in full for all charges relating to your reservation, including, but not limited to, charging your credit card in full for the reservation should you be considered a no-show or for vehicle cleaning or damage.. Service is deemed rendered, whether you enter the vehicle or not, when the cancellation period is reached.

Airport Arrival Transfer Wait Time

On all airport arrival reservations you will be considered a no-show after 45 minutes (60 minutes for International Arrivals requiring Customs Clearance) past your flights arrival time. If you have not met your Chauffeur or contacted Service Plus Limousine Services by phone, you will be charged in full for the reservation. To avoid being charged as a no-show, do not leave your location without contacting Service Plus Limousine Services at 416-755-7560 or 1.800-993-9029.

Requests for additional stop(s) on Airport Transfers, for sedans, vans SUV's and stretches, will be charged \$10.00/stop. Stops are a maximum of 10 minutes. Additional time will be charged at \$1.00/minute. Limo Buses additional stop(s) will be charged \$25.00 for the first 10 minutes and \$2.50 for each additional minute.

Update of Airport Transfer Arrival Times

We update all flight arrival times when a correct flight number or tail number is provided, but the update is only as reliable as the information we are provided by the Airline or passenger(s)

Deposits

A credit card is needed to hold all reservations. We accept Visa, Mastercard, and American Express. For Proms and New Years, a 3 hour non-refundable deposit is required at time of booking.

Cancellation Policy

Airport Transfers: All sedan cancellations received less than 2 hours prior to pickup time will be charged the full rate quoted. Stretch and SUV cancellation less than 6 hours will be charged the full time reserved. Limo Bus cancellation less than 24 hours will be charged the full amount. The exception to the above is if your flight is cancelled by the airline.

Charters Sedans: 2 hour cancellation or less

Full charter rate Stretches & SUV's: 6 hour cancellation or less

Full charter rate Limo Bus: 24 hour cancellation or less

Full charter rate Proms and New Years Eve have a 14 day cancellation policy on all vehicles.

Change Policy

Changes should not be made with your Chauffeur. All changes must be made by calling Service Plus Limousine Services at 416-755-7560 or 1.800-993-9029

Point to Point Transfers

We provide up to a 15 minute grace period at pick-up before wait time charges apply at the hourly rate of the vehicle + 15% gratuity billed .

Rate Changes

All Rates are subject to audit after order completion. This audit includes actual tolls, parking fees, additional stops, etc. Minimum posted number of hours is only the minimum number of hours we will accept an order for not the final charges which will be based on the actual time used. Rates are billed, including, applicable fees and tolls, any current Fuel Surcharge(s) and a 15% Chauffeur gratuity. If you choose to provide an additional cash gratuity it is at your sole discretion and would be in addition to the 15% you have already paid for.

Surcharges

All out of pocket charges, including, but not limited to road tolls, parking, airport fees and luggage carts will be billed to the client.

Termination of any Reservation by Service Plus Limousine Services

Service Plus Limousine Services reserves the right to terminate any reservation without refund, if the Chauffeur or Service Plus Limousine Services dispatcher feels that the Renter and or Party of the Renter is putting the Chauffeur or vehicle in any danger of injury or damage. Additionally, if the Renter and or Party of the Renter are in the possession of any illegal material and or illegal substances, this service will be terminated immediately and charged at the full amount of the reservation. This is without exception. Service Plus Limousine reserves the right to return renting party and its passenger(s) to the original pick up point or to drop the renting party at any safe location due to the above infractions

Uncontrollable Acts, Acts of God and/or Acts of Mother Nature

Service Plus Limousine Services is not responsible for acts of God, acts of Mother Nature and or circumstances that are beyond our control including, but not limited to traffic congestion, road closures, accidents, flight delays, weather delays, or road closures.

Vehicle Damage/Cleaning

The Party paying for the Reservation is responsible for all damages and or cleaning charges incurred, including but not limited to: Vomit/Sickness (\$300/Incident for Cleaning Fee), Broken/Missing Glassware (\$15.00/glass), Burns (\$500/ Incident for Replacement or Repair), Upholstery Tears (\$500-1,000/Incident for Replacement or Repair) and/or Opening a Car Door into another Vehicle or Stationary Object .Actual amount will be billed per repair fee and time out of service for the vehicle.

Lost or Damaged Items

Service Plus Limousine Services is not responsible for items that are left in the vehicle, lost or damaged Service Plus Limousine Services at reserves the right to charge a delivery fee for returning lost items if found.

Alcohol Policy - Minors

No alcohol will be allowed in any vehicle with all passengers being under the age of 21 years old, even with parent's permission. No exceptions. Should any alcohol be found in any vehicle, Service Plus Limousine Services reserves the right to terminate the charter immediately and either return all the passengers to the original pick up point or to call the parents to pick the minors up at a specified safe location. There will be no refunds on any of the unused time.