

## **Southern Lights Limo Service**

### **Terms of Service**

You are responsible for knowing and complying with these terms of service.

We appreciate our time with you, our valued customer, as well as your gratuities and recommendations about us to other potential customers. Because we must maintain our vehicles in good condition for future customers, these rules govern our expectations of you without exception. In addition to the terms specified elsewhere in this contract, WE Will:

1. Provide the designated vehicle and a driver at the time, date, and location specified.
2. Provide additional hours of service beyond the contracted time at our extended service rates unless the vehicle is scheduled for other work or the time extends beyond our working hours.
3. Substitute a vehicle of comparable value, if available, in the event of mechanical difficulties or scheduling reasons. Otherwise, we will provide a full refund.
4. Provide either a full refund of the deposit or offer an alternative time for the service in the event of cancelations due to disruptions by weather or other forces beyond our control.
5. Provide you, our customer, with a clean, attractive vehicle that is fully ensured and licensed driven by a safe, knowledgeable and courteous driver.

Southern Lights Limo Service SHALL NOT be responsible for

1. Unattended, forgotten, left, lost, damaged or stolen articles in the vehicle at any time.
2. Delays caused by weather, traffic conditions, mechanical problems, airlines and/or airport problems, automobile accidents caused by others or acts of God.

You SHALL agree to these rules:

1. The number of passengers allowed in the vehicle shall not exceed the number in the contract.
2. The sale or use of **ILLEGAL DRUGS** and **TOBACCO PRODUCTS** in the vehicles is strictly forbidden.
3. Alcohol possession or consumption by minors is strictly forbidden.
4. There will be no standing out of the moon-roofs or the hanging out of windows.
5. You, the customer, may not attach or affix anything to the interior or exterior of the vehicle(s) without prior permission from Southern Lights Limo.
6. You, the customer, accept full responsibility for vehicle damages, special cleaning, and any loss of income due to the negligence or carelessness of any member of your group. This, but is not limited to, vehicle damages caused from smoking, burns, vomiting, scratches, broken glassware, stains, wrestling in vehicles, kicking windows/mirrors, lipstick, and beverage spills.
7. You authorize Southern Lights Limo to charge the guaranteeing credit card for the expenses from vehicle damages, special cleaning, and loss of service. There is a minimum \$250.00 cleaning fee for vomiting, negligence or vandalism. Additional charges for broken or damaged property will apply.
8. If the guaranteeing credit card cannot be charged for any reason, you, the customer, agree to pay for damages within seven days from the event date PLUS any collection expenses and/or attorney fees and costs associated with collection efforts of Southern Lights Limo.
9. If you, the customer, fail to comply with these rules and terms, Southern Lights Limo Service will terminate all services immediately and require payment in full with no refund.

I certify that I am at least 18 years of age. I have read, and agree to abide by all terms specified above. I acknowledge this as a legal and binding document stating the terms of service of Southern Lights Limo.

Signed: \_\_\_\_\_  
Customer Name Date

Signed: \_\_\_\_\_  
Southern Lights Limo Date