



## **TERMS AND CONDITIONS.**

### **PLEASE READ THESE TERMS AND CONDITIONS OF USE CAREFULLY.**

By placing a reservation with *CW Limousine*, LLC either by telephone, fax, email, online on this site, or in any other manner, you accept, without limitation or qualification, the following **TERMS AND CONDITIONS**. You further expressly authorize the Company to charge your credit card in full for all charges relating to your reservation.

**If you or your employer has a corporate contract with CW Limousine, that contract shall supersede these terms and conditions.**

By accessing and browsing the Site and/or placing a reservation, you accept, without limitation or qualification, these Terms and Conditions unless a corporate contract is in place which shall supersede the below.

### **THE FOLLOWING POLICIES APPLY TO ALL NON-CONTRACTED CUSTOMERS:**

#### **CONFIRMATIONS/RATES**

- A confirmation number is provided for every reservation and a confirmation email is generated by the computer system. It is the traveler's responsibility to review the confirmation information for accuracy.
- Each segment of your reservation will have an individual confirmation number. If you wish to cancel your reservation, each segment of your reservation will also have an individual cancellation number.
- The rate provided at the time of booking is an initial estimate of the cost of service as reserved. Wait time, parking or other additional services may change your rate.
- A 20% driver gratuity and 7% fuel charge will be included in your rate quote when you make your reservation, together with tolls if applicable. Gratuities/fees/surcharges, stop time, wait time, and any holiday surcharges are calculated on the base fare and will be added and itemized on the customer's receipt.

- Rides are billed to the customer's credit card and/or corporate account numbers. CW Limousine, LLC accepts the following payment methods: American Express, Diners Club, Discover, MasterCard, Visa, and Cash
- All published rates are subject to change without notice. Current rates are confirmed at the time a reservation is made.

## **SEDAN RATES**

- CW Limousine, LLC has standardized point-to-point rates that provide flat rate pricing for travel to and from most major cities and airports.
- Sedan rates for travel between locations in which a point-to-point rate does not exist will be billed at the prevailing CW Limousine, LLC hourly rates. Customers are billed from the time the vehicle leaves the CW Limousine facility until the time it returns back with a 3 hour minimum.
- Fractions of an hour are rounded to next half-hour.

## **WAIT TIME/EXTRA STOPS**

- For all point-to-point reservations, wait time will be charged at \$13.75 per quarter hour increment once the grace period has elapsed. For non-airport pick-ups, the grace period is defined as fifteen (15) minutes beyond the scheduled pick up time.
- CW Limousine, LLC will monitor all commercial flights, therefore, a 45 minute grace period is allowed on all domestic arrivals and 60 minutes on all international arrivals. After the grace period, wait time will be charged at the rate of \$13.75 per quarter hour. CW Limousine, LLC does not monitor departing flight times.
- CW Limousine, LLC does not monitor train or ship schedules, therefore, wait time will be charged as incurred for any passenger arriving by train or ship that is delayed by more than 15 minutes.
- Extra stops or services requested by passengers will be charged from \$10.00 to \$55.00 per stop/service.

## **CANCELLATIONS & NO-SHOW FEES**

- Cancellation of sedans and SUVs within twenty four (24) hours of scheduled pick-up will result in a full charge equal to the base fare price of the trip plus the 20% gratuity.
- A 'no show' fee equal to the base fare price of the trip plus 20% gratuity plus an applicable wait time fee will be charged when the passenger fails to arrive at the designated location. If you cannot locate your driver please call (858) 926-6501 or (858)

729-4559. To avoid being billed as a no-show, we advise you not to leave your location without communicating with CW Limousine. We are not responsible for service delayed or not rendered due to weather or other circumstances beyond our control. CW Limousine, LLC does not guarantee vehicle availability or price for reservation changes.

- Cancellation of Motor Coaches/Mini Coaches with less than fifteen (15) days notice will be billed in full.
- Cancellation of Vans/Sprinters with less than seventy two (72) hours notice will be billed in full.
- Cancellation of stretch limousines with less than seven (7) days notice will be billed in full

## **HOLIDAYS**

A \$25.00 U.S. holiday surcharge will be charged to all trips occurring on:

- New Year's Day
- Christmas Day
- Easter Sunday
- Memorial Day
- Fourth of July
- Thanksgiving Day

## **DELAYS and LOST ITEMS**

- CW Limousine, LLC shall not be liable for circumstances beyond its control including but not limited to weather, road conditions and breakdowns.
- CW Limousine, LLC assumes no responsibility for lost or damaged baggage, personal belongings, or any items left in the vehicle.

**PRIVACY POLICY.** When you register at the CW Limousine, LLC Website, we will respect your privacy in accordance with the policy set forth at [www.coastalwestlimo.com](http://www.coastalwestlimo.com).

CW Limousine, LLC will not give your user or name and address information to anyone without your consent. The information you provide us are safely stored and used to help personalize user information and offers for you. Your name and address information may be used only for mailing you offers. Your e-mail address is used for sending you information and updates about CW Limousine, LLC services and the Website.

