

Portland Limos

Terms and Conditions

Personal conduct and Safety

- Portland Limos will strictly adhere to and enforce local state and federal laws
- Portland Limos maintains a zero tolerance policy in compliance with State and Federal laws in regards to the consumption of alcoholic beverages. Any person not of legal drinking age shall not be permitted to consume or carry alcoholic beverages in a Portland Limos vehicle.
- U.S. law enforcement agencies have absolute power to stop any vehicle for administrative searches. If illegal substances or contraband is aboard, even in negligible quantities and without the chauffeur's knowledge, the vehicle may be subject to seizure and forfeit. Therefore, no illegal substances or other contraband will be allowed in a Portland Limos vehicle at any time. If, at anytime, any of the passengers are found to have in their possession, or have been at anytime during the course of the service, using an illegal substance the service shall be terminated. Consumption of alcohol by minors is also grounds for termination. Any and all monies shall be forfeited
- All vehicles operated by Portland Limos are smoke free vehicles. There is no smoking of any kind allowed inside the vehicle. There will be a \$250 dollar charge for each incident, no exceptions.
- Portland Limos will not be held responsible for any personal injury resulting from horseplay or misuse of equipment by our guests while vehicle is in motion or at a standstill. Additional charges may apply if damage occurs to vehicle as a result of horseplay or misuse.

Responsibilities

- The person signing the contract for services assumes all responsibility for his or her guests.
- Portland Limos will not be held responsible for lost or damaged baggage, personal belongings or any items left in the vehicle. We recommend you take these items with you when exiting the vehicle.

- Portland Limos will not be held liable for any circumstances beyond its control including but not limited to, weather, road conditions, breakdowns, etc.
- All customers must be of legal age to sign any contract. If the customer does not look their age they will be asked to present legal identification proving their eligibility. Any customer under the age of 18 must provide in writing permissions from their parent or legal guardian. The aforementioned parent or legal guardian must provide a valid phone number and must sign the contract on behalf of the underage customer. The parent or legal guardian assumes all liability and responsibility on behalf of the underage customer.

Payments and Additional Charges

- Payment for transportation services may be paid in cash, check, or customer's credit card. All reservations must be booked with a valid credit card to which a (50% of total) non-refundable deposit will be charged at time of reservation.
- All tolls and parking are not included in rental rate.
- All reservations will have the full amount placed on the customer's credit card 24 hours prior to the event. This amount will be held until after contract has been satisfied and any applicable fees have been assessed.
- Chauffeur carries out full inspection before and after each event, and will assess any fees or extra time at end of customer's service.
- Vehicle rates are calculated based on time requirements detailed in the service contract. Any additional time will be billed by the half hour, and all time increments will automatically be rounded up to the nearest half hour.
- Reservation changes may be made in writing or via email up to 48 hours in advance of scheduled reservation. Although every effort will be made to accommodate these changes, Portland Limos cannot guarantee availability. Make sure to contact Portland Limos as soon as possible to ensure no cancellation fees or forfeitures. A cancellation fee of no more than the minimum hours for the evening will be assessed when necessary.
- All Portland Limos Chauffeurs will arrive promptly, if not early, to all events. The Chauffeur will wait with the vehicle at the beginning of the event for no longer than half of the minimum time required with no arrival by the customer. If the customer has not arrived by this time, and has not called to notify Portland Limos of any changes or delays, the service will be terminated and a "no show" fee will be admitted.

- A “no show” fee will be understood by the customer as a charge for the minimum number of hours for the specific day and vehicle in question.
- Vehicle rates do not include Chauffeur gratuity. A gratuity of 18% will be added to any charges at the end of service.
- The customer’s credit card will be processed for the full amount including all hours (including any extra time), gratuity, and any applicable fees after service has been completed.
- All vehicles arrive at each event in clean condition. Any abuse of vehicle that requires extensive cleaning will require an additional cleaning fee. Every instance of vomit needed to be cleaned will automatically incur a \$250 charge, no exceptions.

Contract Changes

- All contract changes must be made in writing and approved by Portland Limos
- Portland Limos reserves the right to substitute a limo if the contracted limo has unforeseen problems or mechanical issues. Portland Limos is not responsible for loss of service due to inclement weather or road conditions.

Name: _____

Date of event: _____ Number of Passengers: _____

Type of event: _____

Pickup Time: _____ End Time: _____

Home Phone: _____ Cell Phone: _____

Pickup Address: _____

City: _____ Zip: _____

Destination Address: _____

City: _____ Zip: _____

Email Address: _____

Credit Card Number & Exp: _____

CVC: _____

Credit Card must be presented to the driver the day of the event if not paying cash.

Signature: _____

By signing this contract, and entering your credit card information in the appropriate fields you are authorizing Portland Limos to charge the credit card for any of the following charges; deposit, cancellation fee, damages to the vehicle, and all services rendered. We will calculate the exact amount of hours and charges when the trip is completed. We will then deduct your deposit amount leaving the actual balance due.