

We at Alliance Limousines and transportation strive to maintain the quality of the services rendered to our customers at the highest level. In order to maintain that level we do require all our guests to follow the company's rules and regulations. **By reserving through Limos.com with Alliance Limousines and Transportation, the customer here by agrees and accepts all the policies and the rules listed below.**

1. **We do require that you provide us with an imprint of the credit card used for reservation.** In case a spill accident, or any kind of nausea associated sickness happens or any damage that requires more than basic cleaning of the vehicle the card that you provide the imprint of will be charged the required fee. At this point we do not have to have your signature on the credit receipt, since you are accepting it thru the acceptance of this agreement.
2. We require that all our vehicles remain **smoke free** at all times to provide you with the best service possible. If at any time the driver senses that someone is smoking in the vehicle or has lit a cigarette, the driver will issue a first warning. If the party continues to ignore the drivers warning we will terminate the service and no refunds will be provided. Also in this case we will charge you a cleaning fee starting from \$250.00 depending on the extent of the damage.
3. **Any damages to the upholstery of the vehicles including but not limited to cuts, burns, spills will result in a cleaning fees starting at \$250.00.** We understand that you might feel sick while in the vehicle and if a condition does arises, please don't hesitate to ask the driver to pull over. Our drivers are instructed to pull over and let the customer breathe some fresh air if they become nauseated. **If the driver is not instructed to pull over and an accident does happen requiring us to clean the upholstery there will be a cleaning fee starting at \$250. At such instance we don't require the credit card to be signed by the customer and they will be charged that amount of money.**
4. All our vehicles go through an extensive inventory check, which is, recorded when the vehicle leaves our office and when they return to the office at the end of the trip. Any missing or broken glasses will be charged **a fee of \$20.00 each.** We also do provide the option of having the glassware remove, if you feel that would be the best option for you please let us know either at the time of the reservation or at least 2 hours before your reserved time.
5. **We don't provide alcohol and our driver will not buy alcohol or cigarettes for you either.** How ever you are more than welcome to bring your own alcoholic drinks and enjoy them during the reservation at any time as you may please. Alliance limousines will provide water and soda.
6. The driver's primary responsibility is to transport you safely. Also, it is to safeguard the car. The car is never left unattended.
7. **Any lost, stolen, missing or items left in the vehicle is not Alliance Limousines and transportation responsibility.** How ever in a case where the driver does finds an item in the vehicle while the inventory, you will be contacted the next day and your item will be placed in the **office for you to pick up.**
8. We will try our level best to provide you with your desired color and the make of the vehicle but cant guarantee it. How ever if due to circumstance beyond our control if we are not able to do so, we will provide you with the similar make or a free upgrade of the vehicle.
9. **Alliance limousines and transportation is not responsible for any mechanical issues that may arise before or during the engagement of the reservation. At such circumstances we will provide you with the replacement or if the replacement is not available we will give you the option to reschedule at another time. How ever the company cancellation policies do apply at such an event as well and no refunds will be issued.**
10. Engagement of the services starts when the customer is picked from their first location and continues until the final destination. **All customers are expected to observe all rules and regulations during the engagement.**
11. Delays or cancellations caused by weather as well delays caused by traffic or any other unforeseen circumstances are not the responsibility of Alliance limousines and transportation. In such circumstances if we cant get to you on time we will be happy to reschedule the reservation without any fees or penalties as long as we are notified of the rescheduling **before our driver arrives at your door step.**
12. **No passenger adult/ child may stand out of the windows / sunroof at any time.** This is a serious violation of the law and is extremely dangerous as well. If the driver catches such acts we will terminate our service at once after the first warning and no refunds will be issued.
13. **Possession or use of illegal drugs by anyone is prohibited in the car.** If the driver observes the usage / possession of drugs in the vehicle, driver will pull the car off the road, and you and your guests, along with your drugs must exit the car at once. In this eventuality you will receive no refund.
14. **In the sole judgment of the driver,** if he determines that the behavior of you or your guests is out of control, unsafe, illegal, dangerous or irresponsible to lives and/or property; he may terminate the run and order all occupants out of the car. He may or may not issue a warning before taking such action. **We do not tolerate any kind of harassment towards our drivers or the company it self. In the event that this happens no refunds will be issued.**

15. You are FINANCIALLY RESPONSIBLE for any physical damage done to the car by you or your guests.
16. Food is not allowed inside of any of the vehicles.
17. Market rates will be charged for all additional hours over the original reservation.
18. **Cancellation policy:** Reservations made one year to one month in advance can be cancelled with a 14 day notice for a refund, \$150 cancellation fee will be deducted from the deposit. Reservations made with three weeks advance notice can be canceled within 72 hours with no penalty. Any thing after 72 hours would be charged a cancellation fee of \$150.0 and the rest will be refunded. Reservations made with two-week notice can be canceled within 48 hours; cancellation fee of \$150.00 will apply. Anything after 48 hours would not be refunded at all. The customer however does have the option of rescheduling the ride providing that the limos are available. Reservations made with less than two week notice can be canceled within 24 hour without a penalty, anything passing the 24 hour deadline will be charged the cancellation fee unless the customer decides to reschedule. How ever after 72 hours the reservation is non refundable and the customer will be liable for paying the total amount due, customer will have the option to reschedule at the day and time of their choice depending on the availability of the limousines. Reservations made with less than a week notice are non refundable and only an in house credit will be issued in an event of cancellation. In such circumstances the credit can be used for future reservations provided that the limousines are available.
19. **PROM Season reservations** are NON-Refundable. Cancellation policy: Only refundable 45 days prior to the reservation date. Full charges apply to any reservation with cancellation of less then 45 day notice.
20. **NYE Season reservations** are NON-Refundable. Cancellation policy: refund can only be issued if cancelled 3 weeks prior to the reservation date.

<b>Full Namee</b>		
<b>Address</b>		
<b>City</b>	<b>State</b>	<b>Zipcode</b>
<b>Reservation Date/Time</b>	<b>Phone No</b>	<b>No of Pax</b>
<p style="text-align: center;"><b>I/we authorize Alliance Limousines &amp; Transportation to charge your debit/credit card ending _____ for _____ Hours of reservation. Total Amount \$ _____</b></p>		
<p><b>I have read, understand and will comply with the provissions stated above.</b></p> <p><b>Signature: _____ Date: _____</b></p>		

THANK YOU FOR CHOOSING ALLIANCE LIMOUSINES AND TRANSPORTATION  
[www.myalliancelimo.net](http://www.myalliancelimo.net) 972-533-0122 [myalliancelimo@gmail.com](mailto:myalliancelimo@gmail.com)