



Luxury Coaches, Sedans & Stretched SUV's

5820 COUNTY LINE • LENOX, MI 48048 • (586) 725-7799 • FAX (586) 725-2921

CONTRACT

Date _____

I, or we the undersigned, agree to hire and pay \$ _____ for the services of "Satisfaction Limousine Service, Inc.," under the following terms and conditions:

NAME: _____ PHONE (CELL): _____

PICK-UP ADDRESS: _____ PHONE: _____

CITY: _____ STATE: _____ ZIP: _____ FAX: _____

DIRECTIONS TO PICK-UP: _____



ARRIVAL TIME: _____ a.m. / p.m. ENDING TIME: _____ a.m. / p.m. HOURS OF USE: _____

NO. OF VEHICLES: _____ TYPE: _____ OCCASION: _____

DESTINATION: _____

DEPOSIT: \$ _____ C: _____ M.O.: _____ C. Card: _____ BALANCE: \$ _____

PAID: _____ PARTY OF: _____ **NO PERSONAL CHECKS**

SPECIAL INSTRUCTIONS: _____

PLEASE RETURN WHITE COPY WITH DEPOSIT BY: _____ TO CONFIRM YOUR RESERVATION

EVERY ADDITIONAL HOUR \$ _____ PER 1/2 HOUR \$ _____ Refer to chauffeur for availability.

By signing below, I have read and agree to all terms and conditions, listed on both sides of this contract.

★Customer Signature: ★ _____ Date: _____

(NO SMOKING, EATING, OR GLASS BOTTLES)

Confirm your reservation prior to the event.

THANK YOU FOR CHOOSING SATISFACTION LIMOUSINE SERVICE, INC.

A customary 20% gratuity is appreciated for your chauffeur.

PLEASE READ THESE ADDITIONAL TERMS AND CONDITIONS PRIOR TO SIGNING CONTRACT

1. Customer represents to be at least 21 years of age & legally capable of entering into this contract under Michigan law.
2. Upon our arrival on rental date, the balance is to be paid by CASH or CREDIT CARD (Cardholder must be present with credit card & ID). Chauffeurs do not carry change. NO checks of any kind will be accepted unless received at least 30 days prior to rental date. Customer agrees to pay a \$45.00 charge for any returned checks and NSF checks.
3. Overtime will be permitted upon vehicle availability. Overtime is rounded to the next hour & charged at the hourly rate listed on Page 1 of this contract. All overtime monies are payable at the time of commencement of overtime or rental may be terminated with no refund. The Company provides a time based service, overtime will not be adjusted for any reason.
4. Customer is responsible for payment of tolls and parking charges.
5. The minimum contract price is fixed once this contract is signed. Early dismissal, downsizing, or shortening of rental hours, will not adjust the price. All contracts are subject to final audit, corrections for error, or cancellation by Company.
6. Minor changes to rental are upon availability & require a minimum of 48 hours notice. Change requests must be in writing, signed by the contract client & faxed to (586) 725-2921. Call if flight times change. Any changes in pick-up locations, destinations, &/or drop off locations may result in additional charges (travel charges).
7. The Company is not responsible to fulfill itineraries developed by the Customer which indicate a time that the Customer expects to arrive at locations after the initial pick-up time. Fulfilling customer requests are not guaranteed. All exterior decorations are subject to weather permitting. Written additions &/or alterations to the contract by the Customer, without written agreement of the Company, are invalid & unenforceable.
8. The Company is not responsible for denied entry into Canada or any other location or establishment
9. Deposits & all payments are non-refundable & non-transferrable. Absolutely No Exceptions.
10. Customer agrees to pay a late charge of 2.5% per month for any unpaid balance or attributable damages, as defined below, and shall reimburse Company for its cost of collection, including reasonable attorneys fees incurred; provided, however, in no event shall such late charge imposed exceed the maximum amount as permitted under Michigan and federal law.
11. Smoking, illegal use of alcohol, &/or narcotics, or controlled substances are prohibited. Customer hereby agrees to hold the Company, its agents & employees harmless from any consequences of such wrongful use by Customer or Customer's guests, including, the cost to defend against the same. Customer agrees to reimburse Company for any and all fees incurred from such wrongful use by the Customer or Customers guests, including but not limited to the total replacement cost of the vehicle if confiscated.
12. The Contract holder is the only person authorized to direct chauffeur.
13. Each vehicle is inspected by the chauffeur before, during, & after each rental. In the event of damage suffered, Customer shall be responsible for and shall compensate Company for any & all harm & damages suffered by the Company, it's agents, employees, or third parties, including but not limited to the vehicle, in regard to cleaning, breakage, burns, or other interior or exterior damage to extent of the actual cost to repair or replace, with a minimum charge of \$500.00 ("attributable damages"). If Customer or Customer's guest smokes inside the vehicle, the Customer shall be charged \$500.00 attributable damages and the rental may be terminated, without refund.
14. The Company, or its representative, is hereby appointed Customer's attorney-in-fact to sign customer's signature for additional charges to Customer's credit card for attributable damages, overtime, &/or any charges due & not immediately paid by the Customer & is expressly empowered & authorized to charge all costs resulting from attributable damages to said credit card.
15. Except in the case of willful misconduct or gross negligence of Company, its agents, or employees, Customer hereby waives any and all claims against Company, its agents, or employees for injury, loss, or damage, including consequential damages to Customer's person or property from whatever cause. Customer waives any right of subrogation with regard to the same.
16. Customer understands and accepts that Acts of God, unforeseen traffic & severe weather conditions may delay travel. There may be unexpected vehicle breakdowns &/or amenity breakdowns & other unforeseen events beyond the control of Company for which Company shall not be liable to Customer. There shall be no recourse for any of the same. In the event of any of the above, all efforts will be made to supply a replacement vehicle. If a replacement vehicle is sent &/or Customer refuses a replacement vehicle, no refund is due. If customer uses vehicle "as is", no refund is due. If no replacement is available & Company deems vehicle unable to continue the rental, refund shall be limited to the unused portion of service and shall not exceed the amount paid by the Customer. In case of an emergency, the Company may sub-contract this rental to another limousine service.
17. Neither Company, its agents, nor employees shall be liable for any personal property of Customer or Customer's guests, which are misplaced, damaged, or left in the vehicle.
18. The Company reserves the right to institute & establish rules & regulations of guest conduct, which may be amended from time to time, including termination of rental, without refund, due to non-compliant guest conduct.
19. Vehicles are sold &/or updated at the discretion of management.
20. Customer agrees to a 50% non-refundable deposit, with or without signature, minimum deposit is \$200.00.
21. Cancellation Policy: Cancellations must be in writing & mailed or faxed to us at: (586) 725-2921.

DETAIL OF CUSTOMER CANCELLATION FEES:(Deposits & payments always remain non-refundable & non-transferable).

***UP TO 14 DAYS NOTICE:** Cancellation fee is 50% of the total rental price, minimum cancellation fee is \$200.00.

***LESS THAN 14 DAYS NOTICE:** Cancellation fee is 100% of the total rental price.

The issuer of the credit card, identified on Page 1, is authorized to pay the amount shown on Page 1. I promise to pay such amount, together with any other charges due thereon as stated in this contract, subject to and in accordance with the agreement governing the use of such credit card. By signing, I agree to all the terms & conditions listed above & on Page 1 of this contract.