

CAN USA LIMOUSINE LTD.

TERMS AND CONDITIONS OF SERVICE

Billing

- All rides are paid cash or billed to the customer's credit card or corporate accounts. CanUsa Limousine Ltd. accepts the following cards: American Express, MasterCard, and Visa.
- A 15% gratuity will be billed to all rides. Gratuity is calculated on the base fare, stop time, wait time, and any holiday surcharges that will be added and itemized on the customer's billing statement.
- The following additional charges will be itemized on the customer's billing statement when applicable: tolls, airport fees/parking, ferries, meet&greet fee, service charge if billed to the credit card.
- All published rates are subject to change without notice.
- All rates are calculated in the local currency and billed in Canadian dollars at the prevailing exchange rate.

Vehicle Rates

- CanUsa Limousine Ltd. has industry standardized hourly and point-to-point rates that provide flat rate pricing for travel to and from most Greater Vancouver locations and airport.
- Rates for travel between locations in which a point-to-point rate does not exist will be billed at CanUsa Limousine Ltd. hourly rate. Customers are billed from the time of the scheduled pick-up till time of drop-off, plus one half of the time required to reach pick-up or drop-off (whichever is farthest) location from the CanUsa Limousine Ltd. (Vancouver, BC), with 1 hour (total) minimum.
- Fractions of an hour are rounded to the next fifteen minute interval.
- Holiday and Severe Weather surcharge may require minimum amount of hours regardless of destination, will be charged to all trips occurring on major holidays or cases of extreme weather conditions.

Wait Time / Stop Time

- Thirty minutes of free waiting time given on all Domestic flights from the official posted arrival time. One hour of free waiting time given on all International flights from the official posted arrival time. Additional waiting time will be calculated in increments 15 minutes at the vehicle's hourly rate. 15% gratuity, tolls and parking are additional.
- For all other reservations, 5 minutes of free wait time is given. Any additional wait time will be charged in 15 minute increments based on the hourly rate for that particular vehicle.
- CanUsa Limousine Ltd. does not monitor private flights or train schedules, therefore, wait time will be charged as incurred for any passenger arriving on a private plane or train that is delayed by more than 15 minutes.
- Passenger requested stops on route (non detour) during a point-to-point reservation will be charged \$10.00 per stop for maximum of 10 minutes, and changes in route will revert to CanUsa Limousine Ltd. hourly rate after 15 minutes. However it is at chauffeurs discretion not to charge for few accidental stops on route.
- Passenger requested stops off route for point-to-point reservations, charges will revert to CanUsa Limousine Ltd. hourly rate.

Cancellation and No Show Fees

- Cancellation within 24 hours of scheduled transfer pick-ups will result in a full charge equal to the base fare price of the trip.
- Cancellation within 48 hours of scheduled charters, graduations, weddings will result in a full charge equal to the base fare price of the trip. For cancellation within more than 48 hours of scheduled time full refund minus \$100 fee is issued/charged back to the credit card.
- A 'no show' fee equal to the base fare price of the trip plus 15% gratuity plus applicable wait time fee will be charged when the passenger fails to arrive at the designated location .
- To avoid a 'no show' fee call 604 834 4224 and/or 604 786 3853, if you cannot locate your driver or vehicle.
- Cancellation of vans/minibuses with less than 72 hours notice will be charged the vehicle hourly minimum.

Other

- CanUsa Limousine Ltd. shall not be liable for circumstances beyond its control including but not limited to weather, road conditions and breakdowns.
- CanUsa Limousine Ltd. assumes no responsibility for lost or damaged baggage, personal belongings, or any items left in the vehicles.
- Your Car will arrive at the appointed time unless we are unable to do so due to circumstances beyond our control.
- We will not carry more passengers than the law allows for the vehicle.
- Any breakages or damages will be charged at the cost of the repair and down time to the person who placed the booking.
- Any person causing excessive soiling in the car will be charged at \$300 for detailing of the vehicle and loss of next booking.
- The chauffeur has the right to stop the car and ask any persons to leave if they mistreat the car in any way.
- Fast food meals must not be consumed in the car.
- By law there is no consumption of alcohol allowed to any person under 19 years old.
- All deposits are non-refundable except as stated in no-show or cancellation conditions..
- Your booking is only secured once we have received your deposit - booking will be held for seven days.
- Due to the size of some vehicles it may not always be possible to access certain addresses. Under these circumstances the driver is instructed to park as close as possible without compromising the safety of other vehicles or road users and of course to assist with luggage.
- The company insists that a **strict no smoking policy is adhered to in all vehicles at all times** .
- The company or its representative (e.g. chauffeur) reserve the right to refuse entry to the limousine to any person/persons they deem unfit for whatever reason and can refuse to continue the journey if any person/persons behave in a manner which the company/representative feel may be detrimental to other persons or to the limousine and its contents. In this case no refund shall be given.
- The company does not accept any responsibility for any personal items lost or stolen whilst the limousine is under hire.
- An adult must be present on children's parties up to 16 years of age.