

Gem Limousine Inc. is not liable in the event of mechanical breakdown while on charter and will only be responsible for making up lost time at a mutually agreed date. Gem Limousine Inc. will not be held responsible for delays or the termination in winter caused by unsafe road conditions (ie. not salted, accidents, etc.). The client assumes full financial liability for any damage to the limousine caused during the duration of the rental by them or any members of their party (ie. tears in the seats or nicks out of the bar caused by luggage inside the vehicles).

Overtime pay will apply after the first 15 minutes of prearranged time described on the confirmation. Additional charges may be incurred should additional stops be added or additional time required over and above what is outlined on the confirmation. Gem Limousine Inc. will not be held responsible for articles left in the limousine. Vehicles cannot be loaded beyond the legal seating capacity.

Toronto (YYZ) Airport Pick-up Procedures:

After collecting baggage, passengers proceed through the airport security gate into the main terminal. Follow Signs to the "Pre-Arranged Dispatcher" areas (Terminal 1 - Door B, Terminal 3 - Post 29), provide your name and the name of the limousine company (Gem Limousine). The Pre-Arranged Dispatcher will then call up your Gem Limousine from the pre-arranged compound. Passengers experiencing any difficulties connecting with their Gem Limousine Chauffeur should call our office at 905-815-9447 or 1-888-308-3777. Failure to call may result in a no-show fee. "Meet and Greet" services are available upon request for an additional fee. In extreme conditions where a plane has been diverted or stuck on the runway for the longer than the normal clearance time, an hourly standby waiting charge will apply.

Cancellation Policy:

Sedan cancellations can be made with no charge up to two hours before the scheduled pick-up time in the Greater Toronto Area (GTA). Stretches, SUVs and Buses have a 48 hour cancellation policy. Anything cancelled within the cancellation period will result in a full charge. For sedan trips outside the GTA where travel time to the pick-up location is greater than two hours, a full charge will be incurred if the vehicle has been dispatched.

Payment Terms:

All prices are subject to 13% HST. A 15% gratuity will be added to the bill for the driver unless a gratuity is given on the day of service. In the unlikely event you feel that the chauffeur did not provide you with good service you may contact our office and we would be happy to refund you any gratuities paid. The client is responsible for any highway / bridge tolls or parking that may be incurred during

the service. We accept Visa, MasterCard, Cash, Email Money Transfer or Certified Check.

NEW CUSTOMER CREDIT CARD HOLDER'S AUTHORIZATION FORM: (for new clients only without an account history)

In Lieu of my Credit Card Imprint, I

_____ (Name as shown on Credit card)
hereby authorize Gem Limousine Inc . to charge my credit card.

Card Holder's Name: _____ Credit Card #
: _____

Exp Date : _____

Cardholder Billing Address:

By signing below, I acknowledge the charges described hereon. Payment in full to be made when billed or in extended payments in accordance with standard policy of company issuing credit card.

Date: _____

(Signature of Card Holder) _____
