

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. Examples: A fee of \$100.00 for each carpet or seat burn, A Sanitation fee of \$250.00 if anyone vomits in the vehicle. To avoid additional cleaning / damage charges, bringing food, flowers in water, oversized hard items or luggage inside the limousines is not recommended. Alcohol Consumption and drug use is prohibited by law. Any fines will be paid for by the customer. The driver has the right to terminate run without refund (if there is blatant indiscretion on the part of the client(s)). When the limousines or buses are in transit, all passengers must remain seated on the bottom seat portion of the seats. Standing on the seating or bar surfaces is strictly prohibited. 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.

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. For prime reservation dates a non-refundable deposit up to 30% is required to hold your reservation. If the reservation is cancelled 31 days or more before service date a 30% charge is applied. If a reservation is cancelled 2 days or less from service date, full payment will be charged to the credit card given.

Payment Terms:

We accept Visa, MasterCard, Cash, Email Money Transfer or Certified Check. 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. Balances owing that aren't being charged to a credit card on file must be paid to the chauffeur at the beginning of your reservation.

CREDIT CARD HOLDER'S AUTHORIZATION FORM: (to be filled out by non direct bill clients only)

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 and terms 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) _____
