



LET US PUT YOU IN THE SPOTLIGHT..

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COMPANY POLICY

Spotlight Limousine's Company Policy has been designed so that you experience with us is both safe and enjoyable. We wish to avoid any misunderstandings and ask that you familiarize yourself with our procedures and policies. Should you require any clarification, our professional staff will be more than happy to assist you. Spotlight Limousine is governed by federal, state, and local law designed for your protection. You will be required to abide by company policy in order to receive service from Spotlight Limousine.

Minors: Proms or charters for minors require parental consent and responsibility. Parents or guardians of underage customers are responsible for their actions and/or damages. Under no circumstance will alcoholic beverages be stored or permitted in vehicles with passengers under the age of 21. Complimentary non-alcoholic beverages will be provided. Any violation of this restriction can result in immediate termination and the client will be held responsible and forfeit full fare.

Damages: Our vehicles are always well groomed and for your protection our staff and your driver have inspected, and noted any prior damages. You are encouraged to inspect and confirm the condition of your limousine prior to use. Your vehicle will be reinspected in our yard at the conclusion of your engagement for any new damages and any missing or broken equipment and/or furnishings. You will be held accountable for all repairs or unusual cleaning required due to misuse or spillage. Refreshments are supplied for your enjoyment during your engagement and are to be enjoyed in the cabin of your vehicle and not removed outside the limousine. To avoid costly repairs and clean up passengers should avoid such circumstances as smoking, standing on seats, placing feet on seats, leaning on glass, playing with electrical switches, or reckless behavior. Passengers should not enter the vehicle if they feel ill or overindulged in alcoholic beverages. Should a passenger feel sick while in transit, they should immediately inform their chauffeur and they will make provisions to stop. The cleaning charge and down time for regurgitating in the vehicle will be charged to the customer and is three hundred dollars (\$300.00).

Non-Smoking: Spotlight Limousine is a non-smoking limousine service. Smoking will not be permitted in any of our cars and will result in termination of your engagement with full charge. Your driver will pull over for smoking breaks upon request at the earliest safe opportunity.

Stops: Stops must be arranged as part of your schedule prior to pick up. Adjustments may be made to your schedule by contacting Spotlight Limousine prior to time of departure. Drivers may make unscheduled stops at their discretion.

Lost or Damaged Articles: Please check to see you have your belongings at the termination of your excursion. Spotlight Limousine is not responsible for personal items that are left in the limousine or lost, damaged or stolen articles in the vehicle at any time.

Deposit and Balances: A 20% deposit is required for most reservations. A deposit is required to confirm wedding parties. Deposit requirements will be noted in your contract. Balances for contracted service due on the day of or prior to service with wedding balances due or charged 2 weeks prior to service. Cash, money orders, certified checks, and credit cards are accepted.

Overtime, Early Morning Travel, Holidays: If your charter exceeds the time of your reservation, the additional time will be billed in ½ hour intervals. The overtime rate will be noted in your contract, and must be paid at termination of service in cash. All charters will be allowed a 10 minute grace period. Travel with pickups or returns between 1:00 AM & 5:00 AM will incur an additional charge. Holiday Travel will be at time and one half with Thanksgiving, Christmas, and New Years at double time.

Cancellations, Changes and No Shows: Failure to be at designated pick up point at the schedule time will result in the full forfeiture of fare. Changes to your original contract must be specified in writing. Although we will try to accommodate adjustments only the times specified in the contract can be guaranteed. Cancellations for weddings must be made at least 3 weeks and a day prior to the scheduled date and will incur a charge of 20% of the contract amount with a minimum of (\$100.00) one hundred dollars. Thereafter full fare will apply. All other cancellations must occur at least 72 hours prior to service to avoid full fare charges. A minimum 15% cancellation charge will apply to charters of 20% for airport service.

Comparable Substitution: Spotlight Limousine reserves the right of comparable vehicle substitution as a result of vehicles breakdown or unforeseen circumstances.