

Platinum Express Limousine Policies and Terms

By placing a reservation with Platinum Express Limousine Services you acknowledge and expressly agree to the following policies, terms and conditions and further expressly authorize Platinum Express Limousine Services to charge your credit card in full for all charges relating to your reservation, including, but not limited to, charging your credit card in full for the reservation should you be considered a no-show. Service is deemed rendered, whether you enter the vehicle or not, when the cancellation period is reached.

Credit Card/Voucher Presentation to Chauffeur

All Clients are required to sign and present the emailed or faxed Voucher to their Driver at pick-up with the Actual Physical Credit Card Provided at Time of Booking; unless a Signed 3rd Party Authorization with required documents has been placed on file with Platinum Express prior to pick-up or a Corporate Account or Individual Account has been activated and all required documents received.

Privacy Policy

Platinum Express Limousine Services and its Affiliates' do not sell, rent or disseminate your personal and financial information to any outside third parties.

Platinum Express Limousine Services Inc. reserve the right to use the information supplied to provide requested services and collect payment for services rendered in accordance with our rates, terms and policies.

Airport Arrival Transfer Wait Time

Platinum Express provides up to 60 minutes of free wait time (up to 75 minutes of free wait time on International Arrivals requiring Customs Clearance) on each Airport Arrival Transfer for you to deplane and obtain your luggage. If you do not meet your Chauffeur or call us within 60 minutes (75 minutes for Intl. Arrivals requiring Customs Clearance) of your plane landing we will consider you a "no-show" and will be charged in full for the reservation. For wait time charges see below, Rates & Billing Section.

Update of Airport Transfer Flight Arrival Times

Platinum Express Limousine Services update all flight arrival times when a correct flight number is provided, but the update is only as reliable as the information we are provided by the Airline or Airport.

Point to Point Transfers

Platinum Express provides up to a 10 minute grace period at pick-up; before wait time charges apply at the hourly rate of the vehicle + 20% gratuity billed in ½ hour increments. Point to Point Transfers include all Return Airport Transfers, Cruise Port Transfers, Point A to Point B Transfers and all non hourly reservations +18% gratuity.

Hourly Reservations and Posted Minimums

Hourly orders are billed the number of hours you ordered the vehicle for; then in ½ hour increments thereafter. Minimum posted number of hours; is only the minimum number of hours we will accept on an order, not what you will be billed for. Reductions in the amount of time ordered are not permitted once an order is confirmed.

No-Show Policy

On all reservations you will be considered a no-show at 60 minutes (75 minutes for Intl. Arrivals requiring Customs Clearance) past your scheduled pick-up time; if you have not met your Chauffeur or contacted us

by phone, you will be charged in full for the reservation. To avoid being charged as a no-show, do not leave your location without contacting Platinum Express Limousine by phone.

Cancellation Policy

Cancellations are accepted by phone only.

U.S. & CDN Airport Arrivals & Departure Transfers: Platinum Express Limousine Services requires that cancellations be received no less than 8 hours prior to p/up time. Roundtrip Orders must be cancelled as 2 separate orders

U.S. & CDN Hourly Charters, Packages, Specials & Tours: Platinum Express Limousine Services requires that cancellations be received no less than 48 hours prior to p/up time.

Intl. Reservations (Outside US/Canada): Platinum Express Limousine Services requires that cancellations be received; no less than 72 hours prior to p/up time. Roundtrip orders must be cancelled as 2 separate orders

If you fail to cancel by the prescribed time frames prior to your p/up time you will be charged in full for the order. A \$10 admin fee is charged per order on cancels that are cancelled by the prescribed time frame for processing (Admin Fee n/a for Corp. Accounts).

All Deposits are non-refundable; even if you cancel within the prescribed time frame. The balance in full will be due should you fail to cancel by the prescribed time frame or no-show at p/up. If you cancel by the prescribed time frame the balance is waived

Change Policy

Platinum Express requires that all changes be received by phone (changes cannot be made with drivers) at least 3 hours prior to p/up for US/CDN Orders; 6 Hours for Intl. Orders & are subject to availability. If a change cannot be accommodated & results in a cancel you will be charged in full for the order. Reductions in the amount of time or vehicle size ordered are NOT permitted once an order is confirmed. Tours, Specials and Package Orders are NOT permitted to be changed to standard hourly reservations once confirmed.

Vehicle Request Policy

Platinum Express Limousine Services reserve the right to upgrade a vehicle request to accommodate a client's reservation at no charge to the client if deemed necessary by Platinum Express Limousine or its Affiliates. Platinum Express Limousine cannot guarantee specific vehicle color requests; however your preference will be noted at booking.

Rates & Billing

All Rates are subject to audit after order completion; to include actual tolls, parking fees, addl. stops & time allotted, etc. Hourly jobs are billed the number of hours you ordered the vehicle for; then in ½ hour increments thereafter. Minimum posted number of hours; is only the minimum number of hours we will accept on an order, not what you will be billed for.

Platinum Express Limousine Service rates are billed, including, applicable fees/taxes and a 18% Chauffeur service charge. If you feel you would like to provide an additional gratuity it is at your sole discretion. If, you choose to provide an additional cash gratuity; it is only in addition to the 18% you have already paid for. You will not receive a full or partial refund for the 18% Gratuity by providing a cash tip to the Chauffeur.

Surcharges

All out of pocket charges, including, but not limited to; road tolls, parking, airport fees and carts will be billed to the client.

Payment Methods

Platinum Express Limousine Services accepts Visa, MasterCard & American Express and Discover. Discover available for US orders only.

All charges, including gratuities are billed to your credit card/account. Credit Cards are charged prior to p/up time. The Credit Card provided at booking must be present with cardholder at pick-up. Unless a Signed 3rd Party Authorization with required documents has been placed on file and approved by Platinum Express prior to pick-up or a Corporate Account has been activated and all required documents received. Request to Switch Credit Cards, once a card has been charged are subject to an addl. 8% admin fee.

Platinum Express Chauffeurs do not collect charges in cash. Please be aware if a cash payment is given to Chauffeur it will be considered an addl. gratuity & cannot, by labor law, be recovered from Chauffeur.

Affiliate Service Policy

Platinum Express Limousine Services utilizes, at its own discretion, Affiliates to provide Limousine and Ground Transportation services as requested by our clients.

Vehicle Images

Vehicles Images listed on the Platinum Express Limousine Websites may differ from the actual vehicle; all Platinum Express Limousine Affiliated vehicles are late model and impeccably maintained.

Lost or Damaged Items

Platinum Express Limousine Services and its Affiliates are not responsible for items that are left in the vehicle, lost or damaged. Platinum Express Limousine reserves the right to charge a delivery fee for returning lost items if found. The rate will be equal to the rate of an Airport Transfer to your location plus 18% Chauffeur gratuity.

Platinum Express Limousine Affiliates and their Chauffeurs will assist with luggage at a client's request, but assume no liability for doing so.

Uncontrollable Acts, Acts of God and/or Acts of Mother Nature

Platinum Express Limousine Services and its Affiliates are not responsible for acts of God, Mother Nature and/or circumstances that are beyond our control; including, but not limited to traffic congestion, road closures, accidents, flight delays, weather delays, etc.

Vehicle Damage/Cleaning

The Party paying for the Reservation is responsible for all damages and/or cleaning charges incurred by the renter and/or Party of the Renter, including but not limited to: Vomit/Sickness (\$300 Cleaning Fee), Alcohol Spillage/Food (\$250, Cleaning Fee), Broken Glassware (\$50, Replacement Set), Burns (\$500 Replacement/Repair), Upholstery Tears (\$500-1000, Replacement/Repair) and/or Opening a Car Door into another Vehicle or Stationary Object (\$1500-2000), any Interior or Exterior Damage at the cost of the replacement and repair, etc.

Termination of any reservation by Platinum Express Limousine or its Affiliates

Platinum Express Limousine Services reserves the right to terminate any reservation without refund, if the Operator or the Platinum Express Dispatcher on duty feels that the Renter and /or Party of the Renter is putting the Operator or the mode of transportation or the Renter/and/or Party of the Renter in danger of injury. Or, if the Renter and/or Party of the Renter are in the possession of any illegal material and/or substance, this service will be canceled without refund. Platinum Express further reserves the right to refuse service in its sole discretion. This is without exception.

Rate Changes

Platinum Express and its Affiliates reserve the right to change rates at any time without notice.