



Rules and Regulations

1. We must receive a completed contract and 30% credit card deposit before vehicle is considered fully reserved. **Deposits are non-refundable.** Balance is due 2 weeks prior to the reservation date. If no payment is received we will charge the guaranteeing credit card in full. For fraud prevention we may ask for a credit card imprint at the completion of service.
2. The client has the right to cancel service up to 48 hours after time of booking with no penalties however there are no refunds of deposits or any payments made. If the client chooses to cancel after this time, 30% of the contracted services will be charged to the credit card on file. If the reservation is not cancelled 2 weeks prior to the reservation date, the credit card on file will be charged the full amount. We must receive all cancellations in writing or e-mail to info@limoempire.com. Once received, we will e-mail a cancellation confirmation stating the cancellation charges, if any. If you do not receive this email within 24-hours please call us immediately.
3. Empire Limousine will provide the contracted vehicle and driver at the contracted time and date of the event. If changes such as date/times need to be adjusted, please contact us as soon as possible so we can attempt to accommodate. If there is not availability to adjust time/date, I understand that Empire will provide the vehicle and driver at the original contracted time and payment in full is still required. Vehicle upgrades/downgrades are upon availability. In the event that upgrade/downgraded vehicle is not available, the contracted vehicle will be provided at the contracted price and payment in full is still required. Additional hours will be available to the client if the vehicle is not scheduled for other runs. Additional services will be the responsibility of the client and are to be paid at the time the additional services are rendered. There are no refunds of unused time. **Overtime fees:** Additional time is charged in hourly increments at the contracted hourly rate.
4. Empire reserves the right to substitute the vehicle in the event of a mechanical breakdown and/or vandalism and passenger safety is compromised. If partial service is rendered the client is responsible for these services and it will be charged to the credit card on file. Empire will only be responsible for making up lost time at a mutually agreed date. Empire is not responsible for delays or the termination of service caused by unsafe road conditions, unforeseen situations (i.e. unsalted roads, accidents, etc.) Empire is not responsible for delays caused by extreme traffic, weather, mechanical problems, accidents or any other Acts of God.
5. Client accepts full responsibility for vehicle damage and/or special clean up due to negligence or carelessness caused by any member of the client's party. This includes: burns, vomiting, broken stemware, scratches, stains, broken windows, mirrors, etc. For any damages incurred client agrees to pay Empire or its authorizing agent at the time of incident or upon completion of service. If the credit card supplied for additional charges is not able to be charged, client agrees to pay for the damages incurred within 5 business days. The client assumes full financial liability for any damage to the limousine caused during the duration of the rental by them or any member of their party. Any fines will be paid for by the customer. Fines are calculated per occurrence. The driver has the right to terminate any trip without refund if there is blatant indiscretion on the part of the client (s). It is illegal to stand through the sunroof of vehicles, or to stand in the aisles of busses when vehicle is in motion.
6. Empire will not carry more than the specified number of passengers on the contract, or over the contracted vehicles capacity.
7. All vehicles in Empires Fleet are considered Non-Smoking vehicles! No standing while vehicle is in motion. There is no food/glass beer bottles allowed in vehicles. The use of illegal substances is forbidden. The use of alcohol by minors is forbidden. We are not responsible for lost, stolen, left, unattended or forgotten belongings in the vehicle at any time while in the clients use or after. If passenger/driver safety is compromised Empire Limousine and its drivers reserve the right to terminate service immediately without refund if these rules are violated.

If these rules and regulations are violated by the client or any member of the client's party, it will result in the immediate termination of service and client will be charged the full amount of the service with no refund. By signing this agreement you I understand/agree to these terms and conditions. Fax to 773-289-0565 or scan and email to info@limoempire.com.

Client Name : _____ Event Date : _____

Client Signature : _____ Today's Date : _____