

## ***Terms & Conditions***

*Thank you for letting us be of service!*

*1. Please call us at 847 257 2111 or email us at [info@mmlimo.com](mailto:info@mmlimo.com) and let us know if the service met your expectations.*

*2. If you have any questions or problems with the driver, service or if the driver is late, please call us at 847 257 2111 as soon as possible so we can solve the problem immediately. (We will not be able to issue any credit or refund if you let us know after service is complete).*

*3. Please note all time is based on the CST time zone. Please inform us immediately of any time zone change that may affect your transportation.*

*4. It is of utmost importance that all clients act in a responsible manner to preserve the condition of the vehicles. The client is responsible for the actions of his/her guests in every aspect regarding this agreement. The client assumes full financial responsibility for any damages to the vehicle or property caused by the client or party whether by accident, neglect or intent.*

*5. Payments: Reservations over \$500 will be charged 7 business days before service. Reservations under \$500 will be charged 3 days business before service. All credit card charges are nonrefundable. The client assumes responsibility for any overtime fees and authorizes credit card charges to be made to cover these or any other costs due and not collected at the end of the charter. Our company and the driver assume no responsibility for articles left in the vehicle, or for any illegal acts committed by the client during the rental. The client assumes full financial liability, including consequential damages, for any damage to the vehicle caused during the duration of the rental by them or any member of their party.*

*6. We allow a 15 minute grace period from the start of the pickup time, anything over 15 minutes you will be charged by the minute.*

*7. We can not guarantee the same driver or vehicle on round trips. Therefore you can not leave anything behind on the vehicle once the point to point trip is completed.*

*8. M&M Limousine & Bus Service is not liable for the loss or damage of any items of personal property.*

*9. You must be seated at all times in the vehicle, M&M Limousine & Bus Service is not liable for any injury that might occur.*

*10. We reserve the right to substitute one vehicle or more vehicles for a booked vehicle providing the Customer the same or greater seating space in total as well as the right to outsource any vehicles to partnering company(s).*

*11. Malfunctioning or unavailable amenities will not warrant a discount. (TV/DVD, radio, PA system, WIFI, USB chargers, outlets)*

*12. Cancellation policy: Reservations over \$500 must be canceled before 7 business days before service; reservations under \$500 must be canceled before 3 business days before the service; Sedan/SUV must be canceled before 1 business day before the service. Cancellations made later than that, or customer no-shows will incur a 100% charge on the quoted rate on your credit card. All cancelation requests must be made over the phone with an live agent.*

*13. M&M Limousine and Bus Service cannot and will not be held responsible for delays or inconveniences due to traffic, unknown or unforeseen mechanical failures or situations deemed "Acts of God". M&M Limousine and Bus Service will not and cannot be held responsible for any additional charges you might occur due to "Acts of God" listed above. Will only be responsible for making up lost time at a mutually agreed date.*

*14. Customers with Disabilities: Should you require a coach with a lift, please call at least 48 hours prior to departure. Please be prepared to give us your contact information, if you wish, so that we may confirm your request. If you are unable to provide 48-hour advance notice, We will make every reasonable effort to accommodate you.*

*15. The client accepts full responsibility for vehicle clean up due to negligence or carelessness caused by any member of the client's party. This includes burns, vomity, smoking, scratches, trash left behind, bottles and can's; not properly disposed of, etc.If the credit card supplied for additional charges is not able to be charged, the client agrees to pay for the damages incurred within 5 business days. Any fines will be paid for by the customer. Fines are calculated per occurence and are Smoking: \$250 Vomiting \$200 Cleanup \$100+ Any additional damages will be quoted by the office.*

*16. Date and Time Changes are not allowed on Saturdays. All other days they are based on availability and are not guaranteed. All changes are subjected to new market rate.*

*17. All requests to edit, alter or change anything must be done over the phone with an agent. We do not accept requests over email or any other form of communication.*