

# Cancellation Policy

*Cancellations:* All cancellations for transfers booked in a Sedan or Van must be received two (2) hours prior to contracted start time to avoid forfeiture of 100 percent of the estimated trip total.

All cancellations for Sedans, Stretch Limousines and Vans booked for three (3) hours or greater require a 50 percent deposit at time of booking that becomes non-refundable 48 hours prior to contract start time; if customer cancels within two (2) hours of contract start time a cancellation fee of 100 percent of the estimated trip total will be charged.

Cancellations for all other vehicles (Limousine, Multivan, Minibus or Motorcoach Bus) require a 50 percent deposit at time of booking that becomes non-refundable (48) hours prior to contract start date. If customer cancels within 2 hours of contract start time, a cancellation fee of 100 percent of the estimated trip total will be charged.

## *Rules of Conduct:*

1. No smoking is allowed in the vehicle.
2. Any unusual spill soiling or damage to the vehicle caused by the passenger will result in a \$300 clean-up fee being charged directly to the credit card on file for the trip.
3. No alcohol permitted on the bus on Public Wine/Brewery/Spirits Tours, or Day Trips.
4. No alcohol permitted on the vehicle if any minor (under 18 years of age) is present.
5. Chauffeur reserves the right to refuse service to any passenger for any type of gross misconduct or inebriation.