

Terms & Conditions

Toronto Exclusive Limousine Services

www.torontoexclusivelimo.com

Cancellation Policy

Cancellation of Sedans, SUVs, Limousines, Stretch Limousines within 24 hours of Scheduled pick-up will result in a full charge of the arranged rate at the time of reservation. A 'no show' fee equal to the full price of the trip and taxes plus gratuity plus applicable wait time fees will be charged when the passenger fails to arrive at the designated location. To avoid a 'no show' fee call 1 (866) 667 3756 or 1 (416) 845 5005 if you cannot locate your vehicle or having trouble to find your Driver. International Reservations (Outside US/Canada) Exclusive Limousine SVS requires that cancellations be received no less than 48 hours prior to p/up time. Round trip 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. All Deposits are non-refundable; even if you cancel within prescribed time frames.

Billing Policy

Trips are billed to the customer's credit card or corporate account or can be paid by cash. Credit card information must be provided at the time of reservation and an imprint of that credit card will be taken by the driver upon pickup. Exclusive limousine SVS Toronto accepts the following credit cards:

- American Express
- MasterCard
- Visa

If applicable, gratuity is calculated on the base fare. Stop time, wait time, 407 Toll and any other surcharges will be added and itemized on the customer's billing statement.

13% HST will be added to all the Payments.

Waiting Time Policy

For all reservations, wait time will be charged after 15 minute .Exclusive Limousine SVS abilities to monitor private flights are restricted, therefore, wait time will be charged as incurred for any passenger arriving on a private plane that is delayed by more than 30 minutes. Passenger requested stops on route during a point-to-point reservation will be charged at \$10.00 per stop provided the stop is no longer than 5 minutes, if longer waiting time applies. Passenger requested stops off route will be charged at the discretion of Exclusive Limousine SVS reservations staff based on the hourly rate of that vehicle.

Termination/Cancellation or any Reservation by Exclusive Limousine Services Exclusive Limousine SVS reserves the right to terminate any reservation without refund, if the Operator or 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 cancelled without refund. Exclusive Limousine SVS further reserves the right to refuse service in its sole discretion. This is without exception Exclusive Limousine SVS shall not be liable for circumstances beyond its control including but not limited to weather, road conditions and breakdowns. Exclusive Limousine SVS assumes no responsibility for lost or damaged baggage, personal belongings, or any items left in the vehicle. Exclusive Limousine SVS has the right to replace a vehicle of equal or greater value if a breakdown occurs or if the situation is out of Exclusive Limousine SVS' control.

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1 416 845 5005 & 1866 667 3756