

JWPRIVADO TRANSPORTATION SERVICES (JWP)
Terms & Conditions

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All reservations are subject to vehicle availability at the time of pick-up. If the vehicle you have selected is not available **JWP** reserves the right to upgrade your vehicle at no additional charge. Pictures of the vehicles on the web site are representative and actual vehicles may be slightly different than the ones shown. We will make every effort to service your trip with a **JWP** chauffeur and vehicle, but we reserve the right to use a qualified affiliate partner chauffeur and vehicle when we are oversold or during peak times at our discretion.

Rates and Payments

All rates are based on one-way, point-to-point travel to and from Hartsfield-Jackson Atlanta International Airport. If your trip originates or departs at a location other than Hartsfield-Jackson Atlanta International Airport (point to point) please contact an **JWP** reservation agent at 404.405.6591 to discuss your trip details. Please feel free to visit our web page at www.jwprivado.com to contact us via our reservations system or email us at booking@jwprivado.com. We will send you a confirmation of your trip details, charges & fees prior to booking your trip. Rates are subject to change and do not apply during special events. Charges that are incurred such as sales tax, or other additional services requested by clients are billed at the actual cost. Sales tax is computed for Fulton County to include Downtown Atlanta & Hartsfield-Jackson Atlanta International Airport at 8%. A \$6.00 Airport Access Fee will be applied to all airport trips for parking, tolls, permits, and airport AVI charges. A \$15.00 Licensing Cost Recovery Fee will be applied to all pickups at Hartsfield-Jackson Atlanta International Airport. A \$25 International Arrival Fee will be applied to all international airport arrivals to allow for customs wait time up to 90 minutes. A \$25 Holiday Surcharge will be added for New Year's Day, Memorial Day, July 4th Day, Labor Day, Thanksgiving Day, & Christmas Day. A \$10.00 Stop Fee will apply to each stop in route on a point to point. Stops longer than 15 minutes will revert to an hourly charter. All reservations are booked pre-paid. Your Credit Card will be charged for the full amount when your ride is booked. If actual service extends beyond the prepaid time, any additional amount will be collected by the chauffeur in cash and or credit card at the time of service. After the trip has been completed our billing department will audit the final trip charges for any applicable additional charges/time and charge the trip to the card on file unless other accepted payment arrangements have been made. We cannot send a vehicle without a valid credit card authorization. Online bookings must be submitted 6-hours prior to the pick-up time. If you require a pickup within the 6-hour period, please contact an **JWP** reservations agent at 404.405.6591.

Deposit Policy - Established Corporate Accounts

No deposit required unless reservation(s) exceed \$10,000. If reservation(s) exceed \$10,000, a 50% deposit would be required and the remaining balance billed at net 10 days upon completion of service.

Deposit Policy - New Accounts

Over the road charters – require a 50% deposit upon reservation and 50% balance due 7 days prior to charter.

Other Deposit Terms

JWP reserves the right to adjust deposit requirements based on volume of reservation(s), group and or project. All deposits are NON refundable. A non-refundable deposit - 50% at booking & balance 14 days prior to pickup, must secure all Reservations for Proms & Special Events.

Minimum Rates

Minimum hourly service time is at least three hours for all vehicles. Some rides may quote a longer minimum time based upon travel from our primary service area to a pick-up location and/or return time from a drop-off location back to our primary service area. Any service time beyond the minimum period is calculated in half hour increments.

Fuel Surcharge

All rides will be charged an additional per hour fuel fee (from \$1 to \$5) that is determined monthly by the State of Georgia to offset the fluctuations in the fuel prices. Actual hourly rate is reviewed monthly and is based on the average national per gallon price of gasoline.

Gratuity

All reservations including third party reservations, corporate accounts, large groups, specialty events, or shuttle charters may be set-up to include an automatic 20% driver gratuity that will be added to the invoice at the time of billing.

Wait Fees

Wait fees are \$65.00 per hour.

Delays

The base rate and or hourly rate with a Two-Hour minimum charge is applied to delays caused by the following:

- A) Weather - At the origin airport, in-flight, and at the destination airport.
- B) Mechanical Delays - At the origin airport, in-flight, and at the destination airport effecting arrival and departure times.
- C) Air Traffic - Disruptions in normal air traffic patterns effecting arrival and departure times, air traffic congestion causing flights to go into a holding pattern effecting arrival and departure times, aircraft delayed on tarmac waiting for available gate.
- D) Airline – FAA providing inaccurate estimated time of arrival/departure to the origin airport and or the destination airport, wrong gate/terminal information, delay or loss of luggage, luggage

arriving on a different flight, last minute flight cancellation. **JWP** is not liable or limited to content listed above or limited to accidents, airlines, breakdowns, weather, traffic, or conditions beyond our control.

Wait & Travel Time

Travel time for Atlanta locations is computed from the time the vehicle arrives at the pick-up point to the time it returns to the drop-off point (door-to-door). Atlanta airport transfers are subject to the following conditions: Domestic Flights - vehicle departing up to 45 minutes after flight arrival time is no charge, after 45 minutes transfer reverts to charter rates. International Flights - a \$25.00 International Arrival Fee will be applied to all international arrivals, which includes 90 minutes of vehicle wait time. All transfers except commercial flights from Atlanta airport are subject to the following wait time: A) First 15 minutes past scheduled pickup time is no charge. B) After 15 minutes the trip will be charged 25% of base vehicle rate in 15-minute increments.

Chauffeur Meet & Greet

There is no charge for chauffeurs to meet you at the chauffeur stand near the entrance to the baggage claim area for your respective airline for all sedan & suv, transfers. Arrival procedures for limousines arriving on a single flight are scheduled as curbside pickup due to airport parking restrictions. Our Chauffeurs will assist you from the chauffeur stand near the entrance to the baggage claim area for your respective airline to assist with your luggage. Our Chauffeurs will gladly assist with one bag per person. Excessive and over weight language will result in a flat fee of \$50.00.

Reservation Change/Cancellation/No Show Policy

All rides are booked pre-paid. To change or cancel a booked ride, please call **JWP** reservations agent at 404.405.6591. For best service please have your reservation number available. Cancellations must be received 3 hours EST - Eastern Standard Time prior to pick-up time for a full refund. All late cancellations will be billed the base rate multiplied by the vehicle minimum hours, plus service charge and sales tax. A No Show charge (full charge) will be applied if the passenger fails to contact an **JWP** reservations agent at 404.405.6591 before leaving the scheduled pickup location. Cancellation Policies are Subject to Change. Customer failure to show at the designated pick up location will be charged a "No show" fee for the entire amount of the trip. If you cannot locate your chauffeur, you must contact an **JWP** reservations agent at 404.405.6591 to notify us by phone to avoid a "No Show" charge. Limousine Transfers are not available between 3:00 PM Friday and 3:00 AM Sunday.

Vehicle Policies

Smoking is not permitted in our vehicles. For your refreshment, we provide complimentary chilled bottled water or sodas in our sedans & suvs. Any damages will be billed at the cost of repairs to the credit card on file. Excessive clean-up including spills of staining fluids, ANY bodily fluids, or odors will incur additional clean-up charges for labor and materials of contaminated surfaces - minimum of \$300. We reserve the right to terminate a trip for unruly,

threatening, or unsafe behavior by passengers at anytime. The client assumes full financial liability for any damage to the limousine caused during the duration of the rental by them or any members of their party. A fee of \$100.00 for each carpet or seat burn. Sanitation fee is 250.00. Law prohibits drug use. The customer will pay for fines. The driver has the right to terminate a trip without refund (if there is blatant indiscretion on the part of the client(s)). It is Illegal to stand through the sunroof. Company is not liable in the event of mechanical breakdown while on charter and will only be responsible for making up lost time at a mutually agreed date. Not responsible for articles left in the limousine. Vehicles cannot be loaded beyond seating capacity.

If you have any questions regarding minimum times or how your fare is calculated please contact an **JWP** reservations agent at 404.405.6591.

Signature: _____ Date: _____