



Company Policies

AIRPORT WAIT TIME: Waiting time at the airport is billed after a 1 hour grace period for domestic and international flight arrivals. After the first hour of “wheels down” from the airline, the passenger will be charged in 30 minute increments based on the hourly rate of the vehicle they have requested. Cash paying customers can apply the additional charges to a credit card.

RESIDENTIAL, BUSINESS, WEDDING/PROM WAIT TIME: There is a 15 minute “grace period” for the customer. After that, wait time charges are applied in 30 minute increments based on the hourly rate of the vehicle they have requested. Cash paying customers can apply the additional charges to a credit card.

ADDITIONAL STOPS: Charges for additional stops are based on the vehicle type and the location of the stop. Additional stops are a minimum of \$10-\$30, price will be determined by office staff.

EARLY MORNING/LATE NIGHT SURCHARGE: Scheduled pickups between the hours of 11:00 pm and 5:30 am are subject to an additional early/late surcharge ranging from \$10-\$30.

HOLIDAY SURCHARGE: The Holidays listed below will have an additional surcharge added to the trips base rate:

Christmas Eve (from 4pm) | Christmas Day | New Year’s Eve (from 4pm) | New Year’s Day | July 4th | Memorial Day | Labor Day | Thanksgiving Day

TOLLS: Tolls are included in our prices, unless otherwise stated to customer while booking job.

SALES TAX: Sales tax is applied additionally to a reservation based on the applicable sales tax rate.

CANCELLATION POLICY: 24 Hour notice is requested by office on job cancellations, it is to the office discretion on charges for jobs cancelled prior to 12 hour notice. Wedding and Prom deposits are non-refundable.

INCLEMENT WEATHER: Customers booking transportation after a “Winter Storm Warning” will be charged an additional fee of \$30.