

**PLEASE READ- General Terms and Conditions**

**We value your feedback! Shortly after your trip with us, please expect a request from Trip Advisor to share your experience with others and tell us how we did.**

**Cancellations**

For cancellations, we require notice of 24 hours before scheduled pick up time to be refunded in full/not billed. For cancellations not made before 24 hours of scheduled pick up time, the client will be billed/charged in full.

For Hourly Limousine, Town Car, Luxury SUV and Van Charters, we require a minimum of a two (2) day cancellation notice prior to scheduled pick-up time or the client will be billed/charged in full.

**Delays/Rescheduling**

Point to Point Transfers: Failure of the client to advise of change in pick up time two (2) hours prior to scheduled pick up time, or late by more than 30 minutes of the scheduled pick up time the client will be billed for the pick-up and in addition, by the hour at an hourly rate equal to the pick-up rate, commencing 30 minutes after the scheduled pick up time.

**Airport Departure Transfers:**

Failure of the client to advise of change in pick up time two (2) hours prior to scheduled pick up time, or late by more than 30 minutes of the scheduled pick up time the client will be billed for the pick-up and in addition, by the hour at an hourly rate equal to the pick-up rate, commencing 30 minutes after the scheduled pick up time.

**Airport Arrival Transfers:**

For clients arriving by commercial airlines/airport, Simon's Transports monitors all flights and adjusts scheduling accordingly. We cannot guarantee availability of a vehicle when flights are more than 45 minutes late. In this case the availability is on a best effort basis only. The client must show up within 45 minutes of flight arrival time or will be considered a no show, for which the client will be billed in full. Should the client be delayed in Immigration, Customs or Baggage Claim, please make contact with the office within 45 minutes of your scheduled pick up time. Should the client show up after 45 minutes, the client will be billed for the scheduled pick up and the new pick up. Should incorrect pick up/drop off information be provided by the client and results in a chauffeur being dispatched for a pick up, the client will be billed/charged.

There is a 30 minutes complimentary Grocery Store, Liquor Store stop during all airport transfers. Any stop exceeding 30 minutes will be charged \$57 and \$57 for every additional 30 minutes wait time.

**Luggage**

In the event the reserved vehicle cannot accommodate the size and amount of luggage of the clients, a separate luggage vehicle will be used and the client will be automatically billed/ charged \$67 each way/per trip.

The client assumes full financial liability for any damage to the hired vehicle caused during the duration of the service by them or any members of their party. Drug use and underage drinking is strictly prohibited by law. Any fines will be paid for by the customer. Smoking is not permitted in our vehicles clients are required to notify us in advance if any pets are part of their party. Clients are liable for any damage caused to the vehicle by their pet/s. Should special vehicle detailing be required for excessive pet hair, debris or other matter caused by the pet, the client will be billed/charged \$67 to \$107 depending on the amount/ nature of cleaning required.

Simon's Transports is not responsible for articles left in our vehicles. In the event of mechanical breakdown while on charter, we will only be responsible for making up lost time at a mutually agreed date and not liable any further In the event of mechanical breakdown while providing transfer to the airport, we will not be liable for missed flights and/or further expenses. All effort will be made to dispatch another vehicle to continue service.