

## Reliance Platform Inc. (RPC LIMO)

### Reservation Agreement:

### Meet & Greet Service:

- Domestic Flights- Our chauffeur/Driver will park the vehicle and wait for you inside of the airport terminal in the passenger dispatch area.
- *International Flights – Passengers will meet the chauffeur inside the terminal outside of Customs.*

If you cannot locate your chauffeur/Driver, please call (833) 711-4606 or assign driver's number immediately to avoid a "No Show" charge.

### Curbside Pick Up:

Our chauffeur/Driver will pick you up outside the terminal. Please collect your bags (if traveling with luggage) and proceed directly outside to meet your driver at the curbside of the arrival baggage claim level. Please call or text us with the door number when you have your bags in hand and are ready to be picked up. The driver will arrive within a few minutes.

### Cancellation & No-Show Policy:

- Cancellation of Sedans/SUVs with less than 12 hours' notice of scheduled pick up will result in a full charge. in the continental United States (local time zone of the pickup location).
- Cancellation of Sedans/SUVs with less than 24 hours' notice of scheduled pick up will result in a full charge if International.
- Cancellation of Motor Coaches/Mini Coaches/Sprinter Vans with less than 7 days' notice will be billed in full.
- Cancellation of Stretch Limousines/Sprinter Limos/Party Buses with less than 14 days' notice will be billed in full.
- A 'no show' fee equal to the full charge will be billed.

If you cannot locate your chauffeur/Driver, please call (833) 711-4606 or assign driver's cell number immediately!

To avoid being billed as a no-show, we advise you not to leave your location without contacting RPC Limo Customer service.

### Wait Time, Extra Stops & Fees:

- **Airport Arrivals:** 30-minute grace period for domestic flights and 45-minute grace period for international flights. Any additional waiting time outside of our grace period will be charged in 15-minute increments based on the hourly rate for the specific vehicle requested.

- **FBO Arrivals (Private Jet):** Calculated based on the hourly rate for the specific vehicle requested.
- **Non-Airport Arrivals:** 15-minute grace period. Wait time beyond 15 minutes will revert the trip to hourly minimum pricing.
- **Hourly Charter Services:** Charges begin at the scheduled pick-up time or when the passenger(s) enter the vehicle, whichever is first.  
The hours stipulated at the time of booking will be deemed as chargeable hours.  
Example: Reservation is booked from 10:00 AM - 6:00 PM which is 8 hours. If you decide to end the charter early at 4:00 PM, you will still be billed for 8 hours.  
If your charter goes over the requested drop off time, an overtime rate will apply. 15-30 minutes over the hour will be charged half the hourly rate. 30+ minutes over the hour will be charged the hourly rate quoted at the time of booking.
- **Red Eye Fee:** \$30.00 will be added for any scheduled pick-ups between the hours of 11:00pm - 6:00am.
- **All quotes** provided are estimates only and are subject to change.
- **Additional charges** apply for extra passenger requested stops or services, waiting time, tolls, parking, etc.

## Cleaning & Damage:

The party paying for the reservation is responsible for all damages and or cleaning charges incurred, including but not limited to spilling food/drinks, vomit/sickness, broken/missing glassware, burns, upholstery damage, and/or opening the door into another vehicle or stationary object. The actual amount will be billed per repair fee and time out of service for the vehicle.

## Other terms & conditions:

- **No Smoking.** All our vehicles are smoke free vehicles. We will be happy to stop for as many smoke breaks as you need.
- **No Illegal Drugs.** No illegal drugs are to be carried or used in the vehicle at any time. The chauffeur at his sole discretion may terminate the trip with no refund if illegal activity is occurring inside the vehicle. Police may also be notified.
- **Alcohol.** Law prohibits alcohol consumption in all sedans & SUVs.  
No alcoholic beverages will be stocked or permitted in vehicles with passengers under the age of 21. Consumption of alcohol by a minor is prohibited by the law and will not be tolerated under any circumstances. Alternative beverages are available upon request for an additional cost. Should any alcohol be found in our vehicles, or if any minor is drinking alcohol or is in possession of alcohol onboard one of our vehicles at any time, RPC Limo reserves the right to

terminate the charter immediately and either return all the passengers to the original pick up point or call the parents to pick the minors up at a specified safe location. There will be no refunds on any unused time.

- **Lost Items.** RPC Limo assumes no responsibility for lost or damaged baggage, personal belongings, or any items left in the vehicle. If lost items are found, we can ship the belongings at the client's expense.
- **Service Policy.** 20% Standard Service Fee is mandatory. We do not accept cash as payment. Any cash given to the driver is considered a tip.
- **Acts of God.** RPC Limo shall not be liable for circumstances beyond its control including but not limited to weather, road conditions, flight delays, and breakdowns.