

Terms and Conditions

Listed below are the rules we practice with customers, employees, and our affiliates. They permit everyone to know what to consistently expect from DA EXECUTIVE LIMOUSINE. We have a terrific group of employees focused on providing a safe, memorable experience. To that end we present in the spirit of fairness, our policies.

- The rate estimate presented to you prior to your trip is an initial estimate of the cost of the service you describe to us. Wait time, flight delays, or additional services that you request later may change the circumstances and the total charge you incur.
- Point to Point reservations are charged at Transfer Rates with a stated pick-up time and anticipated drop-off time. Time delays, for the convenience of the customer, may convert the trip from a Transfer Rate to an Hourly Rate for time spans longer than one hour.
- Hourly Rates begin at your scheduled pick-up time and end when the last passenger is dropped-off.
- Fractions of an hour are rounded to next half-hour.
- A Late Night or Early Morning Fee of \$10.00 is added for any pick up between 12:00 am and 5:00 am the fee is given to the chauffeur in consideration of the early hour.
- Cancellations:
 - o Point to Point Transfer Reservations:
 - Local charged full fare if cancelled within two hours of scheduled pickup time.
 - Affiliates out of town - charged full fare if cancelled within three hours of scheduled pickup time.
 - o Hourly Rate Reservations (Except Prom and Wedding):
 - Charged ¼ fare if cancelled more than 72 hours of scheduled pickup time
 - Charged ½ fare if cancelled within 72 hours of scheduled pickup time
 - o Prom & Wedding Reservations
 - Charged ½ fare if cancelled more than 72 hours of scheduled pickup time
 - Charged full fare if cancelled within 72 hours of scheduled pickup time
- Each segment of your reservation has an individual confirmation number. If you wish to cancel, be sure to cancel each segment of your reservation.
- We monitor commercial flights. If your arriving flight is delayed prior to departure from another city, please call us at (888) 609-7166. The chauffeur will allow 30 minutes for a domestic flight and one hour for an international flight before billing wait time charges.
- We do not monitor private flights (FBO) or train schedules. Therefore, wait time will be charged for delays longer than 15 minutes for both private flights and trains.
- A 'no-show' fee equal to the quoted rate plus applicable wait time will be charged if the passenger fails to arrive at the designated location. To avoid a 'no-show' fee please call (888) 609-7166 if you cannot locate your chauffeur.
- Holiday Premium of 25% is added for New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day.
- DA EXECUTIVE LIMOUSINE is not liable for circumstances beyond its control including, but not limited to, weather, road conditions, and breakdown.
- In the event DA EXECUTIVE LIMOUSINE is unable to provide one of its employee chauffeurs, we may contract with a qualified Affiliate Company to provide our service for you. Because our affiliates are carefully chosen, you can expect the same great service you would otherwise receive from DA EXECUTIVE LIMOUSINE.
- Passengers over the age of 21 are permitted to consume alcohol in all of our vehicles except sedans. Passengers under the age of 21 are not permitted to consume alcohol under any circumstances. If passengers under 21 attempt to consume alcohol, the chauffeur will ask them to adhere to our "No Alcohol under 21 policy, and terminate the trip if they fail to comply. Full fare is always charged for terminations due to illegal or inappropriate behavior.