

TERMS OF SERVICE OF PEORIA EXECUTIVE LIMOUSINE SERVICE, INC.

By Submitting Payment, you agree to the following terms. The client is responsible for the action of his/her guests regarding the entirety of this agreement.

PAYMENT:

All online payments are processed via Square, a secure credit card processing platform. PEL requires a \$200-\$400 non-refundable deposit at the time of booking. Should the event be canceled at any time, the deposit will not be refunded. A 15% gratuity will be automatically included in all quoted prices. You may provide an additional cash tip at your own discretion. Please let PEL staff know if you would like an additional gratuity added to the credit card on file.

Waiting time from the prearranged time will incur additional charges. If a Client does not arrive within 30 minutes of the scheduled time for the party and has not contacted the PEL, PEL will consider the party cancelled. No refund will be provided.

If the vehicle is inside a commercial parking area for more than 25 minutes, additional parking fees may be added to your bill in the event that PEL is charged for parking in that area.

Rates, charges and terms are subject to change without notice. Rates are locked in at the time of booking.

OTHER FEES:

PEL will charge Client for other charges incurred, including reimbursement for tolls (unless flat rate was agreed upon), parking, event, and airport fees. Other agreed-upon charges, such as special food and/or drink requests will be charged to Client. Ice and bottled water is provided at no charge.

Overnight Accommodations: On occasions that require overnight travel for Drivers, onsite lodging and meals should be arranged and provided for by the Client. A per diem may be applied in addition to lodging expense at the rate suggested by

<https://www.federalpay.org/perdiem/2019>

BOOKING TIMES:

HOURLY SERVICE:

All limousines have a three-hour minimum booking window required, including time the limousine leaves downtown Peoria until the time it returns to the garage. Once a booking time is established, there is no guarantee that the vehicle will be available for time changes that day, although we will make every effort to accommodate schedule changes. All vehicles are equipped with GPS devices and proof of time can be provided. Understand that traffic and construction, for example, may delay estimated time. Our Drivers will make every effort to prepare for these events so that delays are avoided as much as possible. No refunds will be given as a result of late arrivals due to such conditions or other occurrences out of the reasonable control of the Driver or company.

FLAT RATE:

In some instances, such as airport transfers or special event, PEL will provide a flat rate booking fee. Please contact peoriaexecutivelimo@gmail.com or use the Contact page to reach PEL staff for more information on flat rates.

DAMAGE AND CLEANING FEES:

All clients and their guests MUST act in a responsible manner in order to preserve the condition of the vehicle. Client assumes full financial responsibility for any interior/exterior damage to the vehicle or property caused by the client or his/her guests whether by accident, neglect, or intent.

- Vomits in the vehicle will incur a minimum charge of \$300 cleaning and sanitizing fees.
- Smoking of any type will incur a minimum of \$300 cleaning fee and immediate termination of ride.
- Any liquid or alcoholic beverage spilled inside the limo carpeting, will incur a minimum of \$100 cleaning charge added to your bill.
- If the vehicle requires additional cleaning above normal after the service is completed, a minimum of \$100 cleaning charge will be added to your bill.
- If the vehicle requires repair from passengers, including, but not limited to accidents, neglect, or intent to interior, exterior, windows, leather, etc., PEL, at its discretion, will charge the Client for expected repair fees.

Client assumes full responsibility for any cleaning and authorizes credit card charges to be made to cover these costs.

REFUND/CANCELLATION POLICY:

All sales are final. A valid credit card or debit card is required to guarantee and pay for your reservation. All reservations require a \$200-\$400 non-refundable deposit. Final payment must be received at least 10 days prior to the event.

NO SHOWS:

If you do not see your limousine or driver at the time of your reserved pick-up, please call PEL immediately at (309) 643-9283 to avoid no-show charges. All no-shows of clients will be charged in full.

BAD WEATHER/UNFORESEEN EVENTS:

There may be occasions when the weather does not cooperate with your scheduled event. In the event of severe weather (snow, flooding) we may (and reserve the right to) reschedule your service to guarantee the safety of you, your guests, our staff, and equipment. If the weather threatens your event and you are aware in advance please contact us to begin the rescheduling.

PEL cannot be held responsible for delays or termination of the service due to mechanical breakdown, traffic congestion, or hazardous driving conditions.

VEHICLE RULES:

Vehicles cannot be loaded beyond seating capacity. Standing or changing of seats in a moving vehicle is a serious breach of safety. Seating changes should only be made when vehicle is stopped.

PEL will not transport any passengers who the Driver feels is a threat to their own, or other passengers' safety. If the Driver is threatened, local police will be called to handle the passenger or situation. In this event, services will be immediately terminated and no refunds will be provided.

No smoking or vaping is allowed in any of our vehicles. Smoking of any kind will result in a minimum \$300 cleaning fee and immediate termination of services.

ALCOHOL/DRUGS:

You may serve alcohol at your event or party to those passengers over the age of 21; however, we reserve the right to refuse, cancel, or cut short any party or booking when alcohol is being served and the Driver determines it is unsafe to continue the trip. The Client is in charge of, and accepts all responsibility for making sure that they are serving only those of legal age. The Client also accepts any liability that may occur before, during, or after the event for any alcohol related incidents or accidents. Client also accepts all costs for any cleaning due to spillage, vomiting, or other damage to the vehicle from alcohol brought into the vehicle.

Drugs of any sort will not be tolerated in or around the limousines. Any observed use of illegal narcotics or legal narcotics used in an illegal manner will result in the termination of the party immediately.

INJURY/IMPLIED WAIVER:

PEL or its employees assume no responsibility for any injuries sustained during the Client's reservation. Our company and the driver assume no responsibility for articles left in the vehicle by Client and their guests, although we will make every effort to ensure that items are safe until retrieved. Our drivers are authorized to terminate your service without any refunds upon any of these Infractions:

- Disorderly conduct by any of the passengers
- Consumption of alcoholic beverages by any person under the age of 21
- The use of drugs prohibited by law
- The use of tobacco or vaping products
- Sticking your head or arms out of the moving vehicle

PICTURES/VIDEO:

PEL may take pictures and/or video of the party for PEL's website, advertising, and social media pages. If you do not want us taking pictures or posting them on the website or social media, etc., please let the Driver/photographer know. The Driver will always ask permission, and this will take place for certain special events only.

PRIVACY POLICY:

PEL is committed to protecting your privacy and information collected on the site is used for making bookings as simple as possible and to enhance your overall experience. We do not sell, trade, or rent your personal information to others establishments. By submitting payment, you have read and agree to the company policy for all terms, services charges, and cancellation. Privacy policy can be found at www.peoriaexecutivelimo.com.

Privacy Policy of Peoria Executive Limousine Service, Inc.

Peoria Executive Limousine Service, Inc. (PEL) operates the PEL website, which provides luxury transportation and limousine services.

This page is used to inform website visitors regarding our policies with the collection, use, and disclosure of Personal Information if anyone decided to use our Service, the PEL website.

If you choose to use our Service, then you agree to the collection and use of information in relation with this policy. The Personal Information that we collect are used for providing and improving the Service. We will not use or share your information with anyone except as described in this Privacy Policy.

The terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, which is accessible at www.peoriaexecutivelimo.com, unless otherwise defined in this Privacy Policy.

INFORMATION COLLECTION AND USE:

For a better experience while using our Service, we may require you to provide us with certain personally identifiable information, including but not limited to your name, phone number, and postal address. The information that we collect will be used to contact or identify you.

LOG DATA:

We want to inform you that whenever you visit our Service, we collect information that your browser sends to us that is called Log Data. This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser version, pages of our Service that you visit, the time and date of your visit, the time spent on those pages, and other statistics.

COOKIES:

Cookies are files with small amount of data that is commonly used an anonymous unique identifier. These are sent to your browser from the website that you visit and are stored on your computer's hard drive.

Our website uses these "cookies" to collection information and to improve our Service. You have the option to either accept or refuse these cookies, and know when a cookie is being sent to your computer. If you choose to refuse our cookies, you may not be able to use some portions of our Service.

SERVICE PROVIDERS:

We may employ third-party companies and individuals due to the following reasons:

- To facilitate our Service;
- To provide the Service on our behalf;
- To perform Service-related services; or
- To assist us in analyzing how our Service is used.

We want to inform our Service users that these third parties have access to your Personal Information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose.

SECURITY:

We value your trust in providing us with your Personal Information, thus we are striving to use commercially acceptable means of protecting it. But remember that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security.

LINKS TO OTHER SITES:

Our Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over, and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

CHILDREN'S PRIVACY:

Our Services do not address anyone under the age of 13. We do not knowingly collect personal identifiable information from children under 13. In the case we discover that a child under 13 has provided us with personal information, we immediately delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we will be able to do the necessary actions.

CHANGES TO THIS PRIVACY POLICY:

We may update our Privacy Policy from time to time. Thus, we advise you to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately after they are posted on this page.

CONTACT US:

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us at peoriaexecutivelimo@gmail.com or (309) 643-9283.

