

Hummer H2 Limousine & Stretch Limousine Policies

FastLane Fun Park (FLFP) strives to maintain the highest quality of limo rental service at all times; we require all passengers to comply with the following Customer Agreement and Limousine Policies.

FLFP drivers strive to keep all passengers safe, at all times. Our drivers reserve the right to terminate service if one or any of these policies are not followed.

Please take a few minutes to review these limousine policies before placing your reservation request.

- 1. NO Smoking.** FLFP requires our limo to remain **smoke free** at all times. Failure to comply will result in a \$100.00 cleaning fine, as well as, resulting in immediate termination of service without any refunds.
- 2. Credit Card Payments only.** FLFP accepts only Master Card, VISA, & Discover credit card payments for reservations and final payment for limousine services. We reserve this credit card on file until all services, gratuities and clean-up are complete. If FLFP finds that cleaning out the inside exceeds normal services, we will contact the card holder with the amount to be charged to the credit card and with the list of damages and cleaning fees.
- 3. Delays.** Caused by weather, traffic conditions and mechanical problems are not the responsibility of FLFP. Occasionally there are delays beyond our control. Our drivers make every attempt to arrive for a reservation early, however we reserve a 10 minute grace period. If our driver is more than 10 minutes late FLFP will reimburse the rental party accordingly.
- 4. Damages** caused by negligence of any passenger will be the liability of the renting party. All damages will be charged to the renter plus a fee for downtime of the vehicle of up to \$500.00.
- 5. Fees for Service.** MUST be prepaid, including all state taxes and a service charge of 20% (Gratuity) before the limo leaves FLFP premises. Extended times for all rentals must be cleared with the driver in advance and are subject to availability.
FLFP wants your party and rental to be stress-free; however the renting party is responsible

for any extended time beyond the original reservation. This fee will be charged to the credit card on file, including tax and gratuity, the next day. We do not pro-rate the service for the limo or the driver, the fees charged will be rounded to the next full hour.

6. **Drive Time.** Time starts when we pick up at the first location and stops on the last drop off. Out of town trips are **always** charged round trip.

7. **Lost or stolen items are not responsibility of the FLFP limousine or driver.**

8. **Cancellations.** Are subject to penalties. Once a reservation is made with FLFP a refund is not allowed. The non-refundable charges are the two hour minimum.

9. **Deposits.** Are **non refundable**. A deposit of the two hour minimum must be given to make a confirmed reservation. No holds are done without a deposit.

11. **Alcohol.** May only be consumed by passengers over 21. It is unlawful for any minors to possess any alcoholic beverage in the limo at any time. This is considered grounds for termination of services without refund. Any such items will be taken away from minors and they will be taken immediately to our office for parents to reclaim, as well as proper authorities notified

12. **Cleaning Fees** will be charged to parties who do not keep the inside of the vehicle clean. The fees are from a minimum of \$100.00. Any vomiting clean up will be a charge of \$750.00.

I, _____, have read and understand the limousine policies. I agree to abide by these policies and will be responsible for all accrued charges, if necessary, for cleaning or damages inside the limo and/or extended hourly rental fees.