

# Terms & Conditions / Reservation Agreement

Effective as of **Jul 22, 2025**

Thank you for choosing LA VIP Car Service. To ensure a smooth and professional experience, please review the following Terms and Conditions that govern all reservations and rides.

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## Rental Agreement

### 1. Deposits:

All deposits are non-refundable and non-transferable.

### 2. Cancellations & Changes:

- Changes or cancellations must be communicated to our office at least 48 hours prior to the scheduled reservation.
- Same-day cancellations are not accepted.

### 3. Wait Time Fees:

#### Point-to-Point Service:

- Wait time fees will be charged beginning immediately after the scheduled pickup time, based on driver availability.
- Please ensure all pickup times are scheduled accurately.
- Wait time fees per vehicle per minute are as follows:
  - Van: \$3.00
  - SUV: \$2.00
  - Sedan: \$1.00

#### Airport Wait Time Policy:

- For both domestic and international flights, we provide a complimentary 30-minute wait period from the actual flight arrival time for passengers to board the vehicle.
- After this grace period, wait time fees apply at the rates listed above.
- Important: We are not responsible for delays beyond the actual flight arrival time; wait time fees will still apply.

### 4. Meet & Greet Service:

- The Meet & Greet service fee is \$50 (exclusive of any wait time fees).

- In the event we are unable to pick you up inside the terminal as requested, we will issue a refund of the Meet & Greet fee.
- Please note this service may be impacted by airport construction, parking closures, or capacity limitations.

#### 5. Curbside Pickups:

- In compliance with airport regulations, vehicles cannot remain inside airport terminals.
- Drivers utilize a designated commercial vehicle holding lot outside the airport; therefore, curbside pickups may be subject to varying wait times due to traffic conditions.

## Hourly Service Policy

- The minimum booking for hourly service is 4 hours. Rates vary by vehicle type and are subject to applicable taxes and surcharges.
- If your service exceeds the booked hours, additional time will be charged at the full hourly rate per vehicle. Booking additional hours in advance is highly recommended to guarantee driver availability.
- Even minor overtime (e.g., 5 minutes) will be billed as a full additional hour.

## Client Responsibilities & Liability

- The client assumes full financial responsibility for any damages to the vehicle caused during the rental period by themselves or their party.
- All traffic violations or fines incurred during the rental must be paid by the client.
- The driver reserves the right to terminate service immediately without refund in cases of misconduct or violation of terms.
- Standing through the sunroof is strictly prohibited by law.
- All vehicles in our fleet are non-smoking. Smoking inside vehicles will result in immediate termination of service and additional cleaning fees.
- We are not liable for delays or service cancellations due to unsafe road conditions, such as untreated ice or accidents.
- We are not responsible for any personal belongings left in vehicles.
- Vehicle seating capacities must not be exceeded.

## Payment Terms

- Full payment for all services is due at the time of booking.
- Charges for any damages will be applied to the credit card on file without delay.

## Damage Fees

Damage Type	Fee
Standing through sunroof or use of narcotics (all vehicles)	Immediate termination of service, no refund
Vomiting or sickness inside vehicle	\$500.00
Burns or tears on headliner, seats, or doors	\$1,500.00 each
Burns or tears on carpet	\$850.00 each
Broken or missing drink decanters	\$650.00 each
Broken or missing glasses	\$950.00 each
Vehicle cleaning due to extreme dirt or weather conditions	\$70.00

## Important Legal Notices

- California State Law prohibits the consumption, possession, or transport of alcoholic beverages in our vehicles. Violations will result in immediate termination of the service without refund and possible legal repercussions.

- By booking with Vip Car Service, the client authorizes charges to their credit card for all services, fees, and damages outlined herein.
- The client acknowledges that they have read, understood, and agree to be bound by these terms and conditions.

## Contact & Support

For cancellations, changes, or questions about your reservation, please contact:



1-800-405-4047



info@lavipcarservice.com



lavipcarservice.com

Our team is available 24/7 and happy to assist you.