

## Contract for Service Agreement

1. All deposits are NON-REFUNDABLE. Cancellations must be done via certified letter to Sweetheart Limousines 14 days prior to your rental. If there are less than 14 calendar days until the date of your rental you will be responsible to pay the total agreed contract price and the balance will be charge to the credit card on file. If you decide to cancel within at least 14 days of your scheduled rental date then you are only responsible for the initial deposit as per the reservation contract agreed upon at time of scheduling. Any and all deposits are Non-refundable no matter the date of service or date of reservation scheduling was made.
2. In some circumstances a fax copy or email scan image of your credit card, driver license & credit card authorization form may be required to be emailed to Sweetheart Limousine. This is for your security against credit card fraud and ID theft.
3. No passengers or other occupants under the age of 21 are permitted to consume alcohol. Violation will result in early termination of service with no refunds.
4. If alcohol is permitted and consumed resulting in vomiting or other spills and/or stains occur there will be a steam-cleaning surcharge of \$150 per incident.
5. NO SMOKING is permitted in any vehicle, limousine, or other conveyances. Violation will result in a fine of \$100 per incident, NO EXCEPTIONS.
6. NO Illegal Drug Use is permitted. Any violation will result in early termination with no refunds.
7. No disruptive behavior such as attempting to access the sunroofs by standing up, and no heads or limbs outside of windows or sunroofs. Anyone engaging in disruptive behavior or illegal activities will be removed from the limo or other conveyances at the discretion of the chauffeur with no refunds being issued.
8. SweetHeart Limousines nor any of the staff will be held responsible for lost, broken, damaged, or "stolen" property.
9. Any Over Time that may be incurred going over the allotted amount of scheduled time will be billed in half hour increments. By agreeing to this service contract with Sweetheart Limousines, you, the Customer are agreeing to pay for any accrued Over Time with the "half hour rate" determined by the hourly rate being divided in half.
10. Sweetheart Limousine is NOT responsible for any mechanical breakdowns or machine electronic failures whether preventable or not. No, you, the customer are not entitled to a "full" or "partial" refund due to "mechanical failures"
11. In cases of "Severe Weather" and a cancellation on the part of the affiliate company, the "Non-Refundable" Deposit(s) can be used as credit toward the renting of a limo or other vehicular conveyances of Equal or Greater Value.

12. Any noticeable damages or acts of vandalism to any property of Sweethearts Limousines including missing items from limos and other livery conveyances (i.e. Glasses, Decanters, D.V.D(s), etc) will be replaced and PAID for by you, the Customer which includes damages, or petty theft by the hands of your guests, passengers or other occupants during the agreed service terms. Such charges if incurred will be charged to the customer at “cost + 25% for such damages and missing items.

13. All tolls, additional parking fees, or changes to final destination ending point may incur extra surcharges when or if applicable

14. Sweetheart Limousines may allow for an “upgrade” based on availability, schedule, and other factors. This decision is only applicable when agreed upon and Sweetheart Limousines never “down grades” but does NOT guarantee an “Upgrade” is always plausible.

15. By agreeing to this service contract with Sweetheart Limousines, you, the Customer, are stating that the credit card you have entered is in fact your credit card. Furthermore, there is to be no attempt at a chargeback. Any disputes are to be settled in house. The customer agrees in the attempt of a chargeback an additional \$500 will be charged to the credit card on file.

Thank you for your business

Customer Signature