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## **Service Contract Agreement**

This is a legal contract between \_\_\_\_\_ (hereinafter "Client") and Royalty 1, LLC. Please read the following terms carefully.

### **RESERVATIONS / CANCELLATIONS**

A \$150.00 non-refundable deposit with a major credit card is required to reserve all bookings. The reservation will not be booked until the deposit is received. Deposit will be applied to total bill at the end of booking. Cancellations made within 72 hours prior to the booking date will receive a refund, less the \$150.00 deposit. Royalty 1 will include one free pickup within five miles of the original pickup location. Minimum reservation is two hours.

### **STARTING / ENDING TIMES**

Royalty 1 is not responsible for time delays on behalf of Client. Client's time begins at the time Client has scheduled our arrival. Extending beyond the scheduled reservation will be billed at our regular hourly rate in half-hour increments. Royalty 1 will do our best to arrive early so Client and guests can load and get acclimated to the vehicle. We will be glad to extend your reservation if we have no further reservations for that day.

### **GRATUITY**

Royalty 1 does NOT add a gratuity to your bill. We feel that this should be at the discretion of our customers. gratuity is however our chauffeur's livelihood and we ask that you tip Him/Her according to the service you receive. 15% - 25% of bill is the standard. Thank you!

### **DAMAGES and/or THEFT**

Client agrees to reimburse for any theft and/or damages caused by any persons in the renting party whether negligent or accidental, which may be billed to Client's credit card, or the guaranteeing credit card, upon notification of damages. The client agrees to pay for the lost income during damage repairs. Royalty 1 is not responsible for any lost, stolen, or damaged items. No ice chest in passenger compartment of vehicle, ice chest are welcome if it fits in trunk or front seat.

### **THE CLIENT AGREES TO BE FULLY LIABLE FOR ALL CHARGES THAT MAY INCUR.**

- (1) \$ 10.00 per broken glassware
- (2) \$ 700.00 per damaged seat, \$500.00 per damaged carpet, \$ 750.00 per damaged mirror
- (3) \$ 150.00 minimum for extensive cleanup (spills, etc.), \$50.00 for a gum in the carpet clean up

- (4) \$ 400.00 shampoo and disinfecting (due to sickness-interior), \$150.00 detailing and wax due to sickness-exterior
- (5) \$ 500.00 minimum for each burn hole, rip or tear to upholstery
- (6) \$ 2000.00 opening a Car Door into another Vehicle or Stationary Object
- (7) Triple charge of above listed amounts for all removed / stolen items from vehicle
- (8) Downtime subject to loss of revenue, per each hour lost as stated in contract

### **VOMIT/ SMOKING/ EXCESSIVE CLEANING**

Please be advised that if anyone in the party vomits in the car, there is a \$350.00 cleaning fee and the reservation will be terminated. Party will be charged full price of reservation and dropped off at destination. Ask for the bucket if you feel someone might need it. This will save everyone time and money. **NO SMOKING ALLOWED** in the vehicles. There is an additional charge of \$450.00 for any cleaning, beyond routine cleaning, example: smoke smell, rice, confetti, glitter etc. These fees will be charged on the provided credit card. **Please drink responsibly and advise your guests of these additional fees.**

### **VEHICLE OPERATIONS**

Please do not open or close the doors of vehicles while moving or stopped. We will do this for you and your guest to prevent any injury or damage. Do not throw any items from the vehicle. This may result in the termination of services, if the chauffeur feels necessary. Do not rest feet/shoes on bar, seats, windows, and ceilings. We want to keep the vehicle in a pristine condition for you and our future guests. Due to the extreme size, wheelbase and passenger capacity of our vehicle we are required to stop at all railroad crossings. The vehicle sometimes may not be able to enter a requested destination due to congestion and/or clearance. Our chauffeur will do His/Her best to get as close as possible to desired location.

### **TERMINATION OF SERVICES**

Royalty 1 reserves the right to refuse service, and, at the sole discretion of the chauffeur, may elect to terminate services if necessary to avoid or prevent illegal activity, damage to the vehicle, or injury to any person. The following is a non-exhaustive list of grounds to terminate our services with no refund for rental time not used: Client or Client's guest in possession of weapons or illegal drugs, obnoxious and/or out of control people in the Client's party, smoking in the vehicle, vomiting in the vehicle, consumption of alcohol by minors in the Client's party, theft or damages sustained to company property, failure to comply with company policies set forth within this service agreement, and/or noncompliance with chauffeur's request and instructions. The following is a non exhaustive list of grounds to terminate our services with a refund limited to rental time not used: prohibitive weather conditions or circumstances beyond the chauffeur's control. Royalty 1 reserves the right to substitute a comparable vehicle if necessary, and, in the event of any substitution, Client agrees the terms of this Agreement shall remain in full force and effect. If a suit, action or other proceeding is instituted in connection with any dispute arising out of this Agreement or to interpret or enforce any rights under this Agreement, Client agrees that Royalty 1 is entitled to recover its reasonable attorney's fees and costs in addition to any other available remedy.

*Client has read the contract and by signing Client agrees to and understands all terms of contract:*

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\*Client's Signature

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\*Date