

INFINITY LIMOUSINE & SEDAN
PO Box 7457, Phoenix AZ 85087
623-826-9626; Fax: 623-551-9630

CUSTOMER AGREEMENT & POLICIES

1. **DEPOSIT:** All reservations require a deposit which must be in order to confirm all reservations. Guests may prepay by cash or check for the minimum order or they may authorize the use of their credit card by faxing or emailing our credit card authorization form.
2. **PREPAYMENT:** Fee for service must be prepaid for the minimum order. Extended time for all rentals must be cleared with the chauffeur in advance and are subject to availability.
3. **CANCELLATION:** Cancellations are subject to penalties. If cancellation is made within 72 hours of the service (even if the reservation was made on that date), the minimum order will be charged in full. If a cancellation is made prior to 72 hours before the service, a minimum fee of 50% of the total will be charged.
4. **POSTPONEMENT:** A \$20.00 service fee will be applied for postponements of services for airport transfers.
5. **DRIVE TIME:** Charges begin from the scheduled time of pickup and continue until the minimum order has been fulfilled or until the last drop off, whichever is greater. Return drive time is charged for services to other cities.
6. **DELAYS:** Additional time due to traffic weather, construction, etc., is not the responsibility of Infinity Limousine & Sedan and may be charged at our discretion.
7. **DAMAGES:** Damages caused by negligent or intent 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.
8. **CLEANING:** Cleaning in excess of normal light use will result in a fee of a minimum of \$100.00 ranging to \$350.00.
9. **SMOKING:** All chartered vehicles **MUST** remain smoke free at all times. Any party found smoking will be charged a \$150.00 minimum fee and at the discretion of the chauffeur, will result in termination of service with no refund.
10. **ALCOHOL:** It is unlawful for minors (under age 21) to possess alcoholic beverages and such behavior will result in immediate termination of service with no refund. Authorities and parents will be notified. Guests of legal drinking age are welcome to bring their own alcohol in the limousine at the discretion of the chauffeur. Infinity Limousine & Sedan reserves the right to terminate this privilege at any time during service at which point the alcohol will be kept in the trunk of the vehicle until the end of the service.
11. **BEHAVIOR:** Illegal activities, rough behavior or lewd acts are not allowed in the vehicles at any time and will result in termination of service with no refund. Authorities will be notified if appropriate.
12. **FOOD:** Eating is not allowed in vehicles.
13. **PROPERTY:** Lost or stolen items are not the responsibility of Infinity Limousine & Sedan.
14. **SUNROOF:** No passenger may stand out of the sunroof or throw any items from the sunroof. Such behavior is illegal and violators will face police fines and charges for damages.

CLIENT/PASSENGER SIGNATURE _____ DATE _____