

TERMS AND CONDITIONS (FOR NON ACCOUNT HOLDERS ONLY).

GTS is committed to make your experience smooth, convenient and friendly. Be assured that we are quite flexible, however, we go by principles competitively. We have constituted a service contract agreement (FOR NON ACCOUNT HOLDERS ONLY) very carefully to make everything clear upfront. Customers are encouraged to read the terms and conditions prior to signing contract to avoid any confusion at a later stage. Please download the form and either fax signed copy at 703-313-6219 or email the signed scanned copy at jay@gtslimoonline.com. Should there any question please call us at 703-399-0014, your query will be addressed instantly.

1. Cancellation Policy: Cancellations must be made at least 2 hours in advance for sedan and 72 hours in case of buses, stretch and van etcetera, otherwise full base fare will be charged. You may call or email the cancellation to our dispatch center during 7 days a week 24 hours.
2. Hourly services are provided exclusively in DC and within the jurisdiction of beltway. Originating /destinations places not covered in our flat rates zone areas will be billed based on the mileage (first 5 miles \$25.00 thereafter each addition mile at rate of \$2:30). Overtime is permitted and rounded off to the next hour and not prorated per minute. First 15 minutes are free of charge for point-to-point transfers, after that wait time charges are applied for each additional 15 minutes or fraction thereof. For Airport pickups 30 minutes are free from the arrival time of domestic flights and 40 minutes in case of international flights, after that over time will apply for each additional 15 minutes or fraction thereof.
3. Customer is responsible for payment of tolls and parking.
4. In case you don't see your chauffeur/car, do not leave pick location. Please call us at 703-399-0014. This will avoid unnecessary NO SHOW i.e. full base fare plus waiting time and parking toll etcetera.
5. In the event of willfully damage Customer shall be held responsible for any harm and damages sustained by the company, its representative, employees, vendors or third parties, including but not limited to the vehicle, in regard to cleaning, breakages, burns, or other interior or exterior damage to extent of the actual cost to repair or replace, with a minimum charge of \$300.00.
6. ILLEGAL USE OF ALCOHOL (under the age of 21), &/OR NARCOTICS OR CONTROLLED SUBSTANCES and SMOKING ARE STRICTLY PROHIBITED AT ALL TIMES.
7. Unforeseen traffic and severe weather conditions may delay or disrupt travelling. Customer understands and accepts that Acts of God. As a result of an unexpected vehicle breakdown/unforeseen events beyond the control of management, company shall not be liable to customer and there shall be no compensation. However, in the event of a vehicle breakdown, utmost efforts will be made to provide a replacement vehicle. No refund will be due upon refusal to a replacement vehicle but limited to actual amount paid by the customer if no replacement vehicle is available. In case of an emergency or overflow in routine work, company reserve the rights to sub contract its services to an affiliate/vendor.
8. Customer is fully responsible for his/her values/luggage. Company shall not be responsible for any item left or misplaced in the vehicle. However if a item is found at later time, there will be a minimum charge for its delivery subject to a mutual agreement between the company and customer.
9. There will be a down payment of 25% (non-refundable) for special events like sport games, weddings. Proms and other special occasions. This clause does not apply to regular sedan service.