

VIPTRANS 2010 COMPANY POLICY

By submitting a confirmed or paid reservation, the customer agrees to the following binding policies wherever it applies:

- Meet and Greet Service is \$25 extra and greeters are \$25/hour 3-hour min/greeter
- 1 greeter for Terminal 2, 3 and 2 greeters for Terminal 4.
- For 28 to 56 passenger charters, 2 greeters will be required at all times
- International arrivals are given an hour window of uncharged wait time
- After an hour, the hourly rate is charged in 15 minute increments
- We will honor only confirmed and paid reservations
- We require 25% of the 3 or 4 hour minimum rate plus 20% gratuity as deposit for local charters
- Confirmed reservations must be canceled 48 hours without charge
- No show passengers are charged the full amount plus 20% gratuity
- Charters canceled less than 48 hours will be charged the full amount plus 20% gratuity
- Charter deposits are non-refundable and charged at the time of booking
- Credit Card charge-backs will require an additional fee of \$50 plus the total amount and must be paid within 30 days or will be sent for collection
- Additional stops on Point to Point transfers are \$25 per stop
- Pick-ups between 12 am to 6 am are \$25 extra
- Spills, damages or missing bar ware will be charged to the customer
- The minimum customer charge for damages or cleanups is \$300
- We reserve the right to terminate any charter with no refund
- Point to Point transfer rates are considered point to point transfer with no more than 15 minutes waiting time from scheduled pick-up
- Additional waiting time will be charged the hourly rate in 15 minute increments
- Credit Cards are charged after service is completed in Phoenix
- Out of town charters or transfers requires full payment in advance
- Prices are subject to change and restrictions may apply
- We track arriving flights whether your flight is early or delayed
- 24 to 48 hours reservations recommended