

Limo To Go Inc. Terms and Conditions

Payment policy:

- Client pre-bookings require a credit card or prepayment.

- Bookings will be accepted subject to vehicle availability.

- We require a non-refundable deposit at time of reservation, the amount to be determined by management, or payment in full at time of booking. Rates include GST and 15% driver gratuity unless otherwise specified at the time of booking.

- We require valid, day-of service contact information (name, cell phone and/or email). Failure to provide this information prior to the trip, or if we are unable to make contact with the person under whose name the trip was reserved, may result in the reserved vehicle not being dispatched and the trip being forfeit with no refund. It is the responsibility of the client(s) to provide point of contact information for all reservations. Limo To Go will make every effort to contact the client under whose name the transportation service was booked. Limo To Go will not be held liable for any transportation service being affected due to lack of contact information.

- We offer a payment plan for wedding package reservations that require a non-refundable deposit at time of booking with the remainder due and payable either 30 days prior to service and/or 15 days prior to service. Amounts and payment dates are to be determined by management at time of reservation.

- Any additional service time above and beyond contract is dependent on availability of vehicle and driver and may be subject to a 20% per hour premium over and above the contracted hourly rate at management’s discretion; this includes any empty vehicle travel time to locations outside of Calgary city limits.

- Any cancellations within 30 days of service will be charged minimum 50% of the full amount. Any cancellations within 10 days of service will be charged 100% of the full amount.

- Cancellations due to Covid will be 100% refunded if local restrictions are implemented by government and health authorities, or if client provides documentation evidencing the same. Clients may reschedule to another date, subject to availability and management's discretion. Limo To Go Inc. will not be held liable due to changing health and government restrictions. In all other cases, the regular cancellation policies instituted by Limo To Go will prevail.

- Any additional charges which result from damage to vehicles during the client's booked trip or extra time used beyond original reservation will be charged after the trip is complete by either invoicing or via credit card.

- Any bookings within fifteen days of service event must be prepaid in full at time of booking.

- We accept cash, email transfers to info@limotogo.ca, Bitcoin and credit cards.

- All major credit cards are accepted (VISA, Mastercard, American Express, Discover, JCB)

- Limo To Go issued Gift Cards can be applied to any transportation service on any vehicle that is in active work mode at the time of booking. Gift card value will be used towards regular hourly, package rates or flat rates of booked vehicle. All bookings are subject to availability. Any remaining portion of a gift card may be used on a future reservation. Gift cards have no cash value. Any remaining gift card value cannot be exchanged for cash. Please note peak times and dates may have minimum number of hours required.

Items forgotten in our vehicles:

- Should we find items such as cell phones, wallets, purses, keys, etc., we will keep them in our lost and found for a period of 30 days and will have them available at our office for pick up between noon and 6 p.m. Monday to Wednesday. Please call 403-619-4629 to identify lost items.

Damage:

- Any damage to interior or exterior of any Limo To Go vehicle caused by passengers’ reckless behavior will result in a charge for vehicle repair and the termination of the trip, forfeiting any remaining service on the contract - this includes the improper opening of emergency exits in non-emergency situations. Limo To Go is not responsible nor will be held liable for injuries or accidents in and/or around any of the vehicles due to passengers' reckless behavior. Illegal substances are prohibited in all vehicles. Smoking and vaping are prohibited in all vehicles. Passengers are advised to remain seated while vehicle is in motion. Any trip which is booked and paid for by clients, either in whole or in part, will be considered as contractual and binding in the absence of any formally issued or signed contract and all Limo To Go terms and conditions will be applied as such. Any infractions issued to Limo To Go due to passengers' actions, including stunting, will be passed on to the offending passenger(s) in question.

Although we have an impeccable record of providing prompt service, we will not be accountable for disruption of service due to acts of nature, abnormal traffic patterns due to accidents or road conditions, mechanical breakdown, or having wrong addresses or incomplete information provided to us. It is the responsibility of the client to ensure all relevant information has been provided.

We reserve the right to substitute any vehicle or color of the vehicles due to unforeseen circumstances, damage or mechanical failure, or use assets from other limousine companies other than Limo To Go Inc.. In the event of substitution of vehicles, passenger capacity will be maintained.