

RESERVATION AGREEMENT

PLEASE FAX THIS COMPLETED FORM TO 604-540-2049 OR SCAN AND EMAIL IT TO RESERVATIONS@PHATCATLIMOUSINE.COM

CONFIRMATION NUMBER(S): _____
(FOUND ON YOUR EMAIL CONFIRMATIONS)

CLIENT'S FIRST NAME: _____ CLIENT'S LAST NAME: _____

CLIENT'S SIGNATURE: _____

CARD HOLDER'S FULL NAME: _____

LAST FOUR DIGITS OF CARD NUMBER GIVEN: _____ EXPIRY DATE: _____ CVV: _____

CARD HOLDER'S BILLING ADDRESS: _____

CARD HOLDERS SIGNATURE: _____

By signing above, "you" (herein referred to as the "Client") acknowledge that you have read and understood the terms & conditions as set out below by Universal Limousine Inc. dba Phat Cat Limousine (herein referred to as the "Company"), and agree to be bound by them.

TERMS OF SERVICE

1. BASIC

- a) Client hereby verifies that the pick-up date, times, number of passengers and billing information are correctly stated on the reservation confirmation.
- b) Vehicles are sold and /or updated at the discretion of management. Vehicle requests are not guaranteed.
- c) The Company, its agents or employees shall not be liable for any personal property of the Client's or Client's guests, which are misplaced, damaged or left in the vehicle.
- d) The Company is authorized to process the Client's credit card, or credit card attached to the booking for overages, and/or damages without further consent from the Client.
- e) Except in the case of wilful misconduct or gross negligence of the Company, its agents or employees, the Client hereby waives any and all claims against the Company, its agents or employees for injury, loss, or damage, including consequential damages, to Client's person or property from whatever cause. In addition, Client waives any right of subrogation with regard to the same.
- f) Client understands and accepts that Acts of God, unforeseen traffic and severe weather conditions may delay travel. There may be unexpected vehicle breakdowns and other unforeseen events beyond the control of the Company, for which the Company shall not be liable to the Client. There shall be no recourse for any of the same.
- g) In the event of unexpected malfunctions with advertised or unadvertised vehicle equipment refunds will be limited to \$100.00.
- h) In the event of a vehicle breakdown, all efforts will be made to supply a replacement vehicle. If a replacement vehicle is sent &/or client refuses a replacement vehicle, no refund is due. If the Client accepts the replacement vehicle, no refund is due. If no replacement vehicle is available, refund shall be limited to the amount paid by the Client. In case of an emergency, the Company may sub contract the rental to another limousine service.
- i) The Company is not responsible to fulfill itineraries developed by the Client, which indicate a time that the Client expects to arrive at certain locations after the initial pick up time.

2. CANCELLATION

- a) Client understands that if he/she chooses to cancel the booking within 14 days of the service date, regardless of the reason, including illness, death of family/friend or personal emergencies, he/she will be assessed a cancellation fee of no less than 50% of the of the "Total Due" as listed on Client's booking confirmation. Should the Client cancel within 72 hours of the service date and time, the same applies, but 100% of the "Total Due" as listed on Client's booking confirmation will be payable. Deposits and Gratuities will be subtracted from the "Total Due" prior to processing payment.
- b) Switching of Dates, and/or downsizing are considered cancellations and therefore fall under the same conditions.

3. CONDUCT

- a) The Company reserves the right to institute and establish rules and regulations of guest conduct, which may be amended from time to time, including termination of rental, without refund, due to non compliant guest conduct.
- b) Client understands that the consumption of any food product will only be permitted with prior permission from the Company.
- c) Client understands that smoking of any substance in the vehicle will result in immediate termination of the ride and a minimum \$200.00 cleaning charged.
- d) Client understands that the ILLEGAL CONSUMPTION OF ALCOHOL AND/OR USE OF NARCOTICS ARE PROHIBITED AND WILL RESULT IN ADDITIONAL CHARGES AND/OR IMMEDIATE TERMINATION OF THE TRIP. MINORS WILL NOT BE PERMITTED TO CONSUME ALCOHOL IN OR AROUND THE VEHICLE AT ANY TIME.
- e) Client shall be responsible for any and all damages to the vehicle caused by the Client or his/her guests, including but not limited 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 \$100.00
- f) Additional charges will be estimated and applied to the credit card on file to cover any damages that occur; charges are as follows: Smoking in the limousine minimum \$200.00 and immediate termination of the trip; Cigarette burns minimum \$200.00; Ripped or damaged upholstery minimum \$250.00; Excess spillage of drinks minimum \$200.00; Stained Carpet minimum \$200.00; Vomit in or on the limousine minimum \$250.00; Lost or broken glass \$15.00 per glass; Lost or broken remote minimum \$150.00; Excessive mess in the limousine minimum \$150.00.
- g) Chauffeur has the right to terminate the trip, without refund, if he/she feels that the party is not abiding by the above rules or is putting the vehicle or the chauffeur at risk.

4. LATE FEES

- a) Client agrees to pay a late fee of 2% per month for any unpaid balance or damages, and shall reimburse the Company for its costs of collection, including reasonable attorneys fees incurred.