



MS LUXURY VIP TRANSPORTATION, LLC.

RENTAL AGREEMENT & TERMS OF SERVICE

This Rental Agreement (“Agreement”) governs all transportation services provided by **MS Luxury VIP Transportation, LLC.** (“Company,” “we,” “us,” or “our”). By confirming a reservation, the client (“Client,” “you,” or “Passenger”) agrees to be bound by the terms outlined herein and our operating policies and additional fee structure.

1. RESERVATION VERIFICATION & RESPONSIBILITY

The Client is required to carefully review all reservation details to ensure accuracy. Any corrections or modifications must be submitted immediately by contacting our Reservations Department at **(888) 285-7779** or by replying to the confirmation email.

For airport-related services, accurate airline and flight information is mandatory. Failure to provide correct information may result in service delays or disruption.

The individual named on this Agreement assumes full responsibility for informing all passengers of these terms and conditions.

By confirming a reservation, the Client expressly agrees to receive chauffeur status updates and service-related text messages until completion of the reservation.

2. COMPANY SERVICE STANDARDS & SAFETY POLICY

MS Luxury VIP Transportation, LLC. is committed to delivering premium transportation services with strict adherence to safety, professionalism, and customer satisfaction standards.

For insurance, operational, and compliance purposes, vehicles may be equipped with front and rear-facing recording devices. Such recordings are strictly confidential and reviewed solely by authorized management personnel when necessary. The Company enforces full compliance with all applicable State and Federal laws, including a strict zero-tolerance policy regarding alcohol consumption by individuals under the legal drinking age of 21, in accordance with TABC regulations. The Company reserves the right to inspect all baggage brought into vehicles for prohibited items, including alcohol where applicable. Glass containers (including beer and wine bottles) are strictly prohibited unless explicitly authorized in writing by management.

Large coolers are not permitted in passenger compartments and must be stored in the trunk or designated storage areas. The Company reserves the right to refuse service at its sole discretion at any time.

3. VEHICLE USE RESTRICTIONS

All Company vehicles are strictly prohibited from operating on unpaved roads, including dirt roads, gravel roads, steep driveways, or uneven surfaces, unless expressly approved in writing by management.

Glass items are prohibited in all vehicles unless prior written authorization is granted by Company leadership. Approval is rare and subject to liability considerations.

4. PAYMENT, LIABILITY & DAMAGE RESPONSIBILITY

All deposits are strictly non-refundable. Cash payments are not accepted.

The Company shall not be held liable for mechanical failure occurring before, during, or after service. In the event of a breakdown during an active reservation, the Company will, when possible, provide a replacement vehicle at no additional cost. If immediate replacement is unavailable, alternative arrangements will be made to complete the reservation at a mutually agreed time.

The Client assumes full financial responsibility for any damage caused by themselves or their guests to any Company vehicle, including but not limited to sedans, SUVs, limousines, sprinters, buses, and affiliated vehicles.

The Client agrees to the following minimum damage and cleaning charges (not exhaustive):

- Alcohol spill on seat(s): minimum \$500
- Carpet damage: minimum \$200
- TV/monitor damage: minimum \$750 plus installation labor and downtime
- Excessive cleaning: minimum \$250
- Deep sanitation biohazard (interior): minimum \$1,000
- Exterior detailing due to biohazard: \$350
- Seat damage: minimum \$500 (estimate-based)
- Glassware damage Limo: \$75 minimum
- Vandalism or equipment damage: minimum \$750
- Sprinter table damage: minimum \$900 plus labor & downtime costs
- Smoking inside vehicle: \$1,000 fee plus termination of service without refund
- Door impact damage: minimum \$600.00 (estimate-based)

The Client acknowledges that incitement of third parties resulting in damage shall also result in full liability.

The Company reserves the right to charge for loss of use, downtime, and revenue loss associated with repairs.

If insufficient funds exist on the Client's payment method, the Company reserves the right to pursue legal action for recovery of damages, including court costs, attorney fees, and collection expenses. Unpaid balances after 24 hours of reservation completion will incur a daily finance fee of 3% to 6% until paid in full.

5. PROHIBITED CONDUCT & TERMINATION RIGHTS

The following are strictly prohibited in all Company vehicles:

- Smoking of any kind (including cigarettes, cigars, and vaping devices)
- Illegal drug use or controlled substances
- Standing, hanging out of windows, or unsafe conduct
- Opening doors while the vehicle is in motion
- Verbal harassment or disruptive behavior
- Horseplay or unsafe passenger activity
- All alcohol is prohibited unless there is a divider wall between the front drivers compartment and the rear passenger's compartment

Violation of these rules may result in immediate termination of service without refund.

If smoking occurs, the Client agrees to a minimum \$1,000.00 remediation fee and vehicle downtime charges.

The Company is not responsible for injuries resulting from passenger misconduct or failure to comply with safety regulations.

The Chauffeur reserves the right to terminate service immediately if safety is compromised.

6. CANCELLATION POLICY

Standard Vehicles (Sedan, SUV, Premium SUV)

Cancellations must be made at least 24 hours prior to scheduled pickup to avoid full charges.

Specialized Vehicles

Includes Sprinter vans, limousines, buses, and party buses. A minimum of 15 days' notice is required. Failure to cancel within this timeframe results in full charge forfeiture.

A \$200 non-refundable deposit applies to specialized vehicle reservations.

7. AIRPORT SERVICES & WAIT TIME

Domestic flights include a 30-minute grace period; international flights include a 45-minute grace period.

Additional waiting time is billed at \$1.35 per minute.

Failure to appear within the grace period will be considered a "no-show" and charged in full. Inside meet-and-greet services may vary by airport and market.

8. HOURLY & POINT-TO-POINT SERVICES

Point-to-point services include a 15-minute grace period before and after pickup. Additional time is billed at \$1.35 per minute.

Hourly reservations require a minimum booking (2–8 hours depending on vehicle type and day of week).

Special events may require extended minimums (up to 10 hours).

All hourly reservations are billed from base location (Austin, TX 78702), then back to base location (Austin, TX 78702) unless otherwise specified on your reservation confirmation. Additional used hours will be charged on the final invoice.

9. ADDITIONAL FEES & CHARGES

All reservations include charges such as:

- Toll and parking charges
- Optional or default gratuity (typically 20%) Gratuities NOT included on buses
- Night service fees (\$35 between 11:00 PM–4:00 AM)

10. PET POLICY

Pets must comply with ADA regulations where applicable. Non-service animals must be transported in approved carriers.

Unauthorized pets may result in cancellation and full charges.

Pet-related cleaning or damage will be billed to the Client, including in-cabin air filter replacement and interior cleaning costs.

Vaccination documentation may be required 72 hours prior to service.

11. LEGAL COMPLIANCE & LIABILITY

The Client agrees that all terms herein are legally binding upon confirmation of reservation.

The Company reserves the right to pursue legal action for unpaid balances, damages, fraud, or breach of contract in a court of competent jurisdiction in the State of Texas.

The Client authorizes all applicable charges to the payment method on file.

12. ACCEPTANCE OF TERMS

By booking, confirming, or using services provided by MS Luxury VIP Transportation, LLC., the Client acknowledges that they have read, understood, and agreed to all terms contained in this Agreement. You (client) confirm a valid form of payment is on-file and will be charged 24 hours before reservation, followed by any additional fees once reservation has been completed. If the credit card is declined, then we will make every effort to notify client. For non-payment a reservation will be canceled at client's expense.

