



Arrow Limousine

& SEDAN SERVICES LTD.
and Red Deer Party Bus.

403.346.0034 www.arrowlimousine.ca

Your Reservation Number is .
Please quote this number when calling us.

Dear :

Thank you for choosing Arrow Limousine & Sedan Services Ltd. We have reserved the following transportation for you:

Date for the Reservation:

Reservation Time:

Type of Vehicle:

Itinerary:

Current Charges:

Less \$ deposit received. Balance Owing, if above schedule is kept, is
\$.

If you find it necessary to change your plans, please inform us 24 hours prior to the Reservation Time indicated above. A refundable retainer of is required to secure this booking. We recommend a standard gratuity of 18 %. If you cannot contact us for your change or cancellation, we will proceed as per the information listed above and the regular charges will apply.

Policies & Terms

By placing a reservation and securing it with a nonrefundable retainer you acknowledge and expressly agree to the following policies, terms and conditions and further expressly authorize Arrow Limousine to charge your credit card in full or part amounts relating to your reservation including but not limited to charging your credit card in full for the reservation should you be considered a no-show.

We accept Visa, or MasterCard. Cash or E-transfer can be arranged. All orders are charged in Canadian Dollars (CAD). We automatically include a standard but adjustable 18 percent gratuity, and GST. All beverage orders, parking fees, tolls, event entrance fees or other charter requirement are billed to your credit card/account unless alternate arrangements are made with the office and noted on the booking.

A retainer is a fee paid in advance and used to hold goods or services and is nonrefundable (NRR).

A Set non-refundable retainer (NRR) is required to confirm and secure a charter run. As soon as your retainer clears, the vehicle is yours for that specific time and date and a confirmation run charter is sent to your email address. We immediately begin turning away business for any, and all inquiries that come in for that vehicle and date.

Bookings for 5 or more hours require a NRR equal to half of the total run charter charges

Charges to your credit card will be processed immediately for your NRR. The remaining balance is due within 7 days of date of services date. In the event the charter goes longer than planned, additional hourly charges at the

Serving Red Deer since 1989
Member of the NLA

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403-346-4444

www.arrowlimousine.ca

extra time rate will apply. Charges will be made within 2 business days for all services added or incurred during your run charter.

Our company is based out of Red Deer, and as such any out-of-town run charters will be billed from the time the vehicle leaves Red Deer and again until it returns to Red Deer.

The Party paying for the Reservation is responsible for all damages and/or cleaning charges incurred by the renter and/or Party of the Renter, including but not limited to some of these minimum rates: Vomit/Sickness/bodily fluids (minimum \$250 Fee to cover the hazmat kit) in order for the vehicle to be used again it must be thoroughly sanitized, Alcohol Spillage will incur a cleaning fee dependent on extent of the cleanup, Broken Glassware (\$10, Per Glass), Burns (\$500 Replacement/Repair), Smoking (\$100. per violation) Upholstery Tears, or damaging stereo/TV/Lights/ or the vehicle itself (\$500-1000, Replacement/Repair) as an example Opening a Car Door into another Vehicle or Stationary Object (\$1500-2000) tampering/opening emergency exits (\$850) etc. these are only some of the minimum charges applicable based on past charters, Any and all charges incurred will be charged to the credit card provided within 2 days, unless alternate arrangements are made by the client.

AGLC rules apply.

Uncontrollable Acts, Acts of God and/or Acts of Mother Nature

- Arrow Limousine is not responsible for acts of God, acts of Mother Nature and/or circumstances that are beyond our control, including but not limited to traffic congestion, road closures, accidents, flight delays, weather delays, etc. Reimbursements or reconciliation will not be made for these conditions. We drive to the conditions.
- We will adapt our driving to account for changes in the environment. If the weather is not favorable our estimate timings will change drastically. We will drive slower when the road conditions require, or the visibility is reduced or the vehicle passenger load is full. Your safety is our Chauffeurs' primary concern so please be patient and try to understand why we are not driving at less than the speed limit on non-paved roads, in towns or during adverse weather.
- By agreeing to a discounted rate, you the Client waive any claims regarding vehicle age, cosmetic condition, climate control irregularities (heating/air conditioning), or non-essential amenities, as long as the service meets safety and regulatory requirements.

We appreciate your business. If you need further clarification or would like to make a change, please contact us at (403) 346-0034 or www.arrowlimousine.ca

Sincerely,

Reservations Agent

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