

Ambassador Limousine

**277 Hydraulic Ridge Rd, Ste. 105
Charlottesville, VA 22901**

Terms & Conditions

The following Terms & Conditions constitute the agreement between the passenger, the credit card holder, and/or the person reserving service (collectively referred to as the “Customer”) and Ambassador Limousine. By booking, confirming, or using service, the Customer acknowledges and agrees to these Terms & Conditions. This agreement supersedes all prior verbal or written agreements and applies to all reservations. The Customer represents that they are at least eighteen (18) years of age and legally capable of entering into this agreement under the laws of the Commonwealth of Virginia.

Reservations & Payment

- Valid payment information must be provided at the time of booking and may be charged prior to service.
- Rates provided at the time of booking are estimates based on the reservation details provided by the Customer and are subject to adjustment for additional wait time, overtime, additional stops, route deviations, tolls, parking, damages, cleaning fees, travel time charges, or other additional services requested.
- A fuel surcharge may be applied when the average price of regular unleaded gasoline in Virginia exceeds \$3.25 per gallon, as determined by a recognized industry index, including but not limited to, the U.S. Energy Information Administration (EIA) or AAA. When applicable, the surcharge will be disclosed at booking or reflected on the final invoice.
- A 15% Suggested Tip is included in quoted rates unless otherwise noted. Suggested Tip amounts are discretionary and may be adjusted by the Customer before, during, or within forty-eight (48) hours after completion of service.
- All rates are based on service originating within a five (5) air mile radius of Charlottesville City Hall. Pickups and/or final drop-offs outside this area may be subject to additional travel time charges.
- No refunds or credits will be issued for unused reserved time or early termination of service.
- If toll roads, parking, or additional route changes are requested by the Customer, applicable charges will be added to the reservation.
- By providing payment information, the Customer authorizes Ambassador Limousine to charge the payment method on file for all amounts owed under this agreement, including but not limited to cancellation charges, no-show charges, overtime, waiting time, damages, cleaning fees, tolls, parking, travel time charges, and other applicable charges.

Cancellations, Changes & Deposits

Sedan & SUV Reservations

- Cancellations made less than four (4) hours prior to the scheduled pickup time are charged at 100% of the scheduled fare.

- For pickups located outside a five (5) air mile radius of Charlottesville City Hall, the applicable cancellation window will be calculated based on the chauffeur's scheduled departure time from Charlottesville.

Vans, Minibuses & Motorcoaches

- Cancellations made less than forty-eight (48) hours prior to the scheduled pickup time are charged at 100% of the scheduled fare.
- All reservations for Vans, Minibuses, and Motorcoaches require a 50% deposit at the time of booking.
- Deposits are refundable up to sixty (60) days prior to the scheduled service date.
- Reservations booked within sixty (60) days of service require a non-refundable deposit.

Reservation Changes

- Changes to a reservation, including but not limited to pickup time, pickup location, drop-off location, vehicle type, passenger count, or service date, requested within the applicable cancellation window may be treated as cancellations, subject to applicable cancellation charges, and may also result in additional service charges.

Special Event Reservations

- Certain dates and events, including but not limited to University of Virginia Graduation, Foxfield Races, concerts, weddings, and other high-demand events, may require additional deposits, minimum hours, or stricter cancellation terms.

Waiting Time & No-Show Policy

Hourly Services

- A fifteen (15) minute grace period is included for pickups at residences, hotels, businesses, and other non-airport locations.
- Additional waiting time beyond the grace period is billed in fifteen (15) minute increments at the hourly rate of the reserved vehicle.
- A no-show will be declared if the passenger fails to appear within one (1) hour of the scheduled pickup time and no contact is made with Ambassador Limousine or the chauffeur.

Airport/Train Services

- Airport arrivals include complimentary wait time beginning at actual gate arrival:
 - Domestic Flights: One (1) hour
 - International Flights: Two (2) hours
- Additional waiting time beyond the included period is billed in fifteen (15) minute increments at the hourly rate of the reserved vehicle.
- A no-show will be declared if no contact is made within the included wait period.

Hourly & Overtime Charges

- Service extending beyond the reserved time will be billed in fifteen (15) minute increments at the hourly rate of the reserved vehicle.

Stops & Route Deviations

- Airport transfer reservations may include one (1) stop of up to fifteen (15) minutes at no additional charge provided the stop does not require substantial deviation from the most efficient route.
- Additional stop time or route deviations will be billed in fifteen (15) minute increments at the applicable hourly rate.

- If the passenger is late for pickup, complimentary stop time is only permitted if the combined waiting time and stop time do not exceed fifteen (15) minutes total.

Passenger Conduct & Vehicle Damage

- Smoking and vaping are strictly prohibited in all Ambassador Limousine vehicles. A minimum cleaning fee of \$250.00 will apply in addition to any repair or damage costs.
- Any unusual spill, excessive soiling, vomiting, or damage to the vehicle caused by the Customer or guests will result in a minimum cleaning fee of \$250.00 plus any additional repair, detailing, or out-of-service costs.
- Vehicles may not be loaded beyond legal seating capacity.
- Alcohol is prohibited in any vehicle occupied by persons under twenty-one (21) years of age.
- Chauffeurs and representatives of Ambassador Limousine reserve the right to refuse or terminate service for unsafe conditions, illegal activity, disorderly conduct, or passenger intoxication.
- While we will make every effort to return any belongings that are found after services are performed, Ambassador Limousine will not be responsible for any personal items left in our vehicles.

Service Limitations & Liability

- Ambassador Limousine is not responsible for delays caused by weather, road conditions, traffic, accidents, mechanical failure, acts of God, governmental actions, or any circumstances beyond its reasonable control.
- Ambassador Limousine shall not be liable for indirect, incidental, consequential, or special damages, including but not limited to missed flights, missed events, lost income, or attorney's fees.
- Ambassador Limousine will make every effort to provide requested specific vehicles, but does not guarantee any specific vehicle.
- Ambassador Limousine reserves the right to substitute the reserved vehicle for another, or multiple vehicles, of the same type and capacity at its own discretion.
- In all circumstances, Ambassador Limousine's liability shall be limited to the amount paid by the Customer for the affected reservation.

Reservation Accuracy & Acceptance

- Reservation details contained in confirmations and itineraries are considered accurate unless corrected by the Customer prior to service.
- The Customer is responsible for reviewing all reservation information, including dates, times, pickup locations, passenger counts, and itinerary details.
- By booking, confirming, or using service provided by Ambassador Limousine, the Customer acknowledges that they have read, understood, and agreed to these Terms & Conditions.