



2581 Sullivan Road  
College Park, GA 30337  
Phone: 404-669-0900  
Fax: 404-207-1709  
www.MTILimos.com

## MTI POLICIES AND PROCEDURES

Any reservation made thirty days prior to service, excluding spring weekend limousines or limo bus rental, requires a thirty percent deposit to reserve. All other deposits are in accordance with the cancellation policy chart on page one.

### CANCELLATION POLICY

*The chartering party must inform MTI via phone if there is a cancellation. Fax, email, or voicemail cannot be accepted as an official cancellation. All cancellation fees are based on the total dollar amount of confirmation. All cancellation fees are based on the number of days prior to the date of service that the company receives thereof:*

#### SEDANS, SUV'S, VANS

Cancellation notice	Cancellation fee	Rescheduling Fee
48 hours	30% of total trip	N/A
24 hours	50% of total trip	N/A
12 hours or less	100% of total trip	*25% of total trip

#### STRETCH LIMOUSINES

Cancellation notice	Cancellation fee	Rescheduling Fee
14 DAYS	30% of total trip	N/A
7 DAYS	50% of total trip	N/A
3 DAYS	100% of total trip	*25% of total trip

#### MINIBUS, MOTORCOACH, AND LIMOBUS

Cancellation notice	Cancellation fee	Rescheduling Fee
15 – 30 DAYS	30% of total trip	RESCHEDULING IS DEFINED AS A CANCELLATION
8 – 14 DAYS	50% of total trip	
0 – 7 DAYS	100% of total trip	

\*Upon Availability

## **NO SHOW POLICY**

A no-show policy fee equal to 100% of the trip cost plus applicable waiting time will be charged when the passenger fails to show at the designated location. In order to avoid this charge, passengers should not leave the designated pick up locations without notifying MTI Limo and Shuttle Service, Inc. via phone.

## **WAITING TIME POLICY**

Waiting time charges begin 15 minutes after the scheduled pick up time. After 15 minutes, waiting time is retroactive to the scheduled departure. Waiting time charges are assessed in fifteen minute increments at ¼ the cost of the total transfer fee. Waiting time charges do not apply to airport arrivals as long as the customer comes directly to their pre arranged meeting area once the flight lands. Train arrivals cannot be tracked therefore billing begins at the scheduled pick up time.

## **VEHICLE DAMAGE AND UNUSUAL or EXTRAORDINARY CLEANING**

All MTI vehicles are non smoking vehicles. The chartering party is fully responsible for all damage to the equipment or injuries caused to passengers or other third persons caused by any passenger or any baggage, parcels or other property brought on board or transported on the equipment by any passenger. The cost of repairing damage to equipment resulting from acts of any passenger shall be charged to the chartering party and is to be paid as soon as such cost is determined.

If during or after the transportation service, the service provider is required to lengthen a greater than normal amount of time and materials to clean the equipment properly due to acts of the passengers, the company, at its option, may require additional cost to cover such additional time and materials.

## **BAGGAGE AND OTHER PROPERTY TRANSPORTED**

Neither the company, nor the service provider, assumes any responsibility whatsoever for the handling or maintenance of any baggage, parcels or other property. Baggage and all other personal property will be handled only at passenger's own risk. Passengers' baggage shall be carried subject to the available accommodations (as determined solely by the service provider) provided by interior and/or exterior racks. A fifteen percent (15%) luggage handling charge may be applied to any vehicle transfer.

## **SPRING LIMOUSINE AND LIMOBUS (FRIDAY AND SATURDAY) CANCELLATIONS**

All prom reservations require a 50% non-refundable deposit. Balance is due 14 days prior to the date of service. This applies to limousines and the limo bus reservations indefinitely. Rescheduling is considered a cancellation.

## **CONDUCT OF PASSENGERS**

Passengers shall not interfere with the Driver in the discharge of his/her duty or tamper with any apparatus or appliance in the vehicle in a harmful manner. Driver may not be distracted while driving for the safety of all passengers.

## **WE RESERVE THE RIGHT**

MTI Limo & Shuttle reserves the right to cancel any service without refund, if the operator or the office feels that the renter/party of the renter is putting the operator or the mode of transportation or the renter/party of the renter in danger. Or if the renter/party of the renter is in possession of any illegal material or substance, this service will be canceled without refund.

## **HOURLY RATES**

For all trips inside the Metro Atlanta service area, hourly rates are billed from the scheduled time the driver was to depart from the designated pickup location (as long as the vehicle shows up on time) until the time the driver drops off the passengers at the designated drop off location. Fractions of an hour are charged at a half-hour rate.

## **UNCONTROLLABLE CONDITIONS**

Road, traffic and weather conditions are beyond the control of the company and the service provider, and no refunds shall be given as a result of late arrivals due to such conditions or other occurrences out of the control of the company or the service provider. MTI reserves the final say in if the weather will compromise the safety and will cancel accordingly.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*By signing this document, I hereby agree to these terms and conditions in regards to verbiage in document. Sign and fax back page three only with credit card authorization from and Ground Transportation confirmation to 404-207-1709.*

Please fax back to 404-207-1709  
Attn: Charone Nesbit - Bookkeeping



# CREDIT CARD AUTHORIZATION FORM

**(If long distance, please complete the shaded red box below)**

2581 Sullivan Road  
College Park, GA 30337  
Phone: 404-669-0900  
Fax: 404-207-1709  
Toll Free: 888-648-6199  
Website: www.mtilimos.com

Credit Card Number: \_\_\_\_\_  
(Circle type of credit card) (VISA) (AMEX) (DISCOVER) (MASTERCARD)

Expiration Date: \_\_\_\_\_ 3 or 4 Digit Verification Code: \_\_\_\_\_

I, \_\_\_\_\_, hereby authorize MTI  
(Please print your name as it appears on credit card)  
Limo & Shuttle Services, Inc to bill my credit card for the amount of: \_\_\_\_\_

**BILLING INFORMATION:** \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**DATE OF RESERVATION:** \_\_\_\_\_

**ADDITIONAL COST:** Each additional hour of service is: \_\_\_\_\_

2 POINT OF CONTACT(S) FOR THIS TRIP name and number: \_\_\_\_\_  
\_\_\_\_\_  
DATE OF DEPARTURE: \_\_\_\_\_ TIME OF DEPARTURE: \_\_\_\_\_  
DATE OF RETURN: \_\_\_\_\_ TIME OF RETURN: \_\_\_\_\_  
It is understood that by filling in these dates and times if I go over the indicated dates or times I am responsible for additional cost by day or by hour, it is also understood that I am responsible for my driver(s) hotel accommodations, parking and tolls for all vehicles.  
Customer Signature: \_\_\_\_\_

### CONTRACTUAL INFORMATION:

I UNDERSTAND AND AGREE THAT MTI HAS THE RIGHT TO BILL MY CREDIT CARD FOR ANY ADDITIONAL SERVICES OR OUTSTANDING BALANCE OTHER THAN THAT WHICH IS LISTED ABOVE.

\_\_\_\_\_  
CREDIT CARD OWNER

\_\_\_\_\_  
DATE

CONFIRMATION NUMBER(S): \_\_\_\_\_