



MTI POLICIES AND PROCEDURES

CANCELLATION POLICY

SEDANS, SUV'S, AND VANS

A cancellation fee equal to 30% of the trip cost will be charged for any cancellation within 48 hours of the scheduled pickup time. If the trip is rescheduled there will not be any cancellation fees.

A Cancellation fee of 50% will be charged for any cancellation within 24 hours of the scheduled pickup time. If the trip is rescheduled there will not be any cancellation fees

All trips cancelled within 12 hours of the scheduled pickup time will result in a full charge equal to the cost of the trip. If the trip is rescheduled there will only be a 50% cancellation fee.

STRETCH LIMOUSINE

A 30% deposit is required to hold all Stretch Limousine reservations. Cancellations within fourteen days of the scheduled transportation service forfeit the 30% deposit. Cancellations within seven days of the reservation forfeit 50% of the total bill. Cancellations within three days of the reservation forfeit 100% of the total bill.

MINIBUS, MOTORCOACH, AND LIMOBUS

The chartering party must notify MTI via fax, phone or email. There is no cancellation fee if the cancellation is made at least thirty-one (31) days prior to the date of service. Cancellations are subject to the cancellation fee calculated as a percentage of the total cost of transportation services under the service contract based on the number of days prior to the date of service that the company receives notification thereof:

Days Notice	Cancellation Fee
0 to 7 days	100%
8 to 14 days	50%
15 to 30 days	30%

Note: A change in date of motorcoach, minibus or limobus service is a cancellation.

NO SHOW POLICY

A no-show fee equal to 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 designated pickup locations without notifying MTI Limo & Shuttle Services, Inc.

WAITING TIME POLICY

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

VEHICLE DAMAGE AND UNUSUAL CLEANING

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 expend 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 airport transfers.

PROM PACKAGE CANCELLATIONS

All prom package deals require a 50% non-refundable deposit. An additional 25% is due thirty days prior to the date of service and the remaining balance is due 15 days prior to the date of service.

CONDUCT OF PASSENGERS

Passengers shall not interfere with the operator in the discharge of his/her duty or tamper with any apparatus or appliance in the vehicle in a harmful manner.

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.