

ELITE LIMOUSINES

Luxury Chauffeured Services

Please fill out & send this form at bookings@elitelimousines.it

Tariffs : € VAT included

Payment by credit card supplied 72 hrs before the service. (Visa, Mastercard, AmEx, Diners, PayPal)

Card number. Exp. Date.....

Owner of the card Date of Birth

Owner E-mail

Please address Formal Billing to:

Company name: Head Office address

VAT Code.....

Signature

IMPORTANT: to assist us in deterring fraudulent use of credit card, please email an enlarged and lightened copy of the front and back.

I authorize Elite Limousines (Head Office in Varese, Via Corridoni 27) to use my personal details in this form, only for administrative and booking reasons and for the execution of the relevant transportation contract requested.

Date :

Signature :

Terms & Conditions

PLEASE READ THESE TERMS AND CONDITIONS OF USE CAREFULLY

GENERAL INTRODUCTION

ELITE LIMOUSINES is a Company with registered Head Office in Via Corridoni 27 - 21100 Varese (VA) Italy. VAT CODE 03502080124.

By placing a reservation with ELITE LIMOUSINES (or "the Company"), either by telephone, fax, email, online on this site, or in any other manner, you accept, without limitation or qualification, the following TERMS AND CONDITIONS. You further expressly authorize the Company to charge your credit card in full for all charges relating to your reservation.

If your employer has a corporate contract with ELITE LIMOUSINES, that contract shall supersede these terms and conditions.

By accessing and browsing ELITE LIMOUSINES Website (the "Site") and/or placing a reservation, you accept, without limitation or qualification, these Terms and Conditions unless a corporate contract is in place which shall supersede the below.

THE FOLLOWING POLICIES APPLY TO ALL NON-CONTRACTED CUSTOMERS:

CONFIRMATIONS/RATES

A confirmation number is provided for every reservation and a confirmation email is generated by the computer system. It is the traveler's responsibility to review the confirmation information for accuracy.

Each segment of your reservation will have an individual confirmation number. If you wish to cancel your reservation, each segment of your reservation will also have an individual cancellation number.

The rate provided at the time of booking is an initial estimate of the cost of service as reserved. Wait time, parking, phone usage or other additional services may change your rate. Applicable taxes will be charged as required.

The following additional charges will be itemized on the customer's receipt when applicable:

Parking Charges

Cell Phone Charges

Driver Meals and/or Overnight Accommodations

Rides are billed to the customer's credit card and/or corporate account numbers.

ELITE LIMOUSINES accepts the following cards:

American Express

Diners Club

Discover

MasterCard

Visa

All published rates are subject to change without notice. Current rates are confirmed at the time a reservation is made. All rates are calculated in the local currency and billed in Euro at the prevailing exchange rate. Due to fluctuation in currency exchange rates, all EURO equivalents of international rates may vary.

SEDAN RATES

ELITE LIMOUSINES has standardized point-to-point rates that provide flat rate pricing for travel to and from most major cities and airports.

Sedan rates for travel between locations in which a point-to-point rate does not exist will be billed at the prevailing Company hourly rate.

Customers are billed from the time the vehicle leaves the Company facility until the time it returns to the Company facility, with a 1.5 hour minimum.

All Reservations that are billed on an hourly basis will be billed a minimum of thirty minutes travel time each way plus the time the passenger is in the vehicle.

Fractions of an hour are rounded to next half-hour.

WAIT TIME/EXTRA STOPS

For all point-to-point reservations, wait time will be charged at the rate of Euro 12 (E class base) per quarter hour increment once the grace period has elapsed.

For non-airport pick-ups, the grace period is defined as fifteen (15) minutes beyond the scheduled pick up time.

ELITE LIMOUSINES is able to monitor all commercial flights, therefore, a 45 minute grace period is allowed on all domestic arrivals and 60 minutes on all international arrivals. After the grace period, wait time will be charged at the rate of Euro 12 (E class base) per quarter hour.

ELITE LIMOUSINES does not monitor departing flight times.

ELITE LIMOUSINES does not monitor train or ship schedules, therefore, wait time will be charged as incurred for any passenger arriving by train or ship that is delayed by more than 15 minutes.

Additional charges apply for extra passenger requested stops or services. Charges applied to a point-to-point reservation will be charged from Euro 10 to Euro 50 (E class base) per stop/service.

CANCELLATIONS & NO-SHOW FEES

Cancellations can only be made via email at info@italychauffeurs.com and will be confirmed, via email, by the offices of ELITE LIMOUSINES.

As a customer, if you don't receive an email confirming the cancellation it's your responsibility to telephone the offices of ELITE LIMOUSINES.

1. Cancellations within twentyfour (24) hours notice of scheduled pick-up will result in a full (100%) charge equal to the base fare price of the trip plus the 20% gratuity.

A 'no show' fee equal to the base fare price of the trip plus 20% gratuity plus an applicable wait time fee will be charged when the passenger fails to arrive at the designated location.

If you cannot locate your driver please call +39 (0)332 164 6034 or +39 392 351 3327 or +39 338 66 88 947.

To avoid being billed as a no-show, we advise you not to leave your location without communicating with ELITE LIMOUSINES.

ELITE LIMOUSINES is not responsible for service delayed or not rendered due to weather or other circumstances beyond its control.

ELITE LIMOUSINES does not guarantee vehicle availability or price for reservation changes.

2. Cancellations between the 72-24 hours, will result in a 50% charge

3. Cancellations before 72 hours will result in NO CHARGE, but in case of an online payment ELITE LIMOUSINES will refund the amount paid minus the bank fees for credit cards and a fixed amount of practical management (€ 20.00)

Penalties for tours of one or more days

1. No-show or Cancellations with 0-72 hours notice of scheduled first pick up, will result in a Full (100%) charge.

2. Cancellations between 168-72 hours, will result in a 50% charge

3. Cancellations with more than 168 hours notice, will result in NO CHARGE, but in case of online payment ELITE LIMOUSINES will refund the amount paid minus the bank fees for credit cards and a fixed amount of practical management (€ 20.00)

For bespoke requests, disposal services and bookings with limited availability, ELITE LIMOUSINES can apply 100% charge after booking reservation & payment completed.

HOLIDAYS

A 40% Italy holiday surcharge will be charged to all trips occurring on:

New Year's Day

Easter Sunday

Labor Day

Christmas Eve after 6 pm

Christmas Day

New Years Eve after 6 pm

Holiday surcharges will also apply to additional holidays in locations outside of Italy

EVENT SERVICES (Limousines, Vans, Minibuses, Motor Coaches)

All Event Services vehicle types will be billed at the prevailing ELITE LIMOUSINES hourly rate.

Customers are billed from the time personnel and/or vehicles leave the ELITE LIMOUSINES facility until the time they return to the ELITE LIMOUSINES facility.

All Reservations that are billed on an hourly basis will be billed a minimum of thirty minutes travel time each way plus the time the passenger is in the vehicle.

Fractions of an hour are rounded to next half-hour.

BILLING

The full amount of reservation will be billed to the customer who booked the service, basing on details the customer provided in the reservation form.

TIPS

Tips are never included in the quote & are at discretion of the passenger.

OTHER

ELITE LIMOUSINES shall not be liable for circumstances beyond its control including but not limited to weather, road conditions and breakdowns.

ELITE LIMOUSINES assumes no responsibility for lost or damaged baggage, personal belongings, or any items left in the vehicle.

PRIVACY POLICY

When you register at the ELITE LIMOUSINES Website, we will respect your privacy in accordance with the policy set forth at www.italychauffeurs.com (privacy section).

ELITE LIMOUSINES will not give your user or name and address information to anyone without your consent. The information you provide us with is used to help personalize user information and offers for you. Your name and address information may be used only for mailing you offers. Your e-mail address is used for sending you information and updates about ELITE LIMOUSINES' services and the Website.

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supplied by you or members of your household in using this site is true and accurate. You are required to present photo identification and the credit card used to secure your transaction through ELITE LIMOUSINES to the chauffeur at the initiation of travel services. You are also required to sign the invoice presented by the chauffeur at the time of completion of travel services. Any disputes must be noted on this invoice. Without limitation, any speculative, false or fraudulent reservation or any reservation in anticipation of demand is prohibited. You agree that the travel services reservations facilities of this Web site shall be used only to make legitimate reservations or purchases for you or for another person for whom you are legally authorized to act. You understand that overuse or abuse of the travel services reservation facilities of the site may result in your being denied access to such facilities. Separate terms and conditions will apply to your reservation and purchase of travel-related goods and services that you select. You agree to abide by the terms or conditions of purchase, including, but not limited to, payment of all amounts when due and compliance with all rules and restrictions regarding availability of fares, products, or services. You shall be completely responsible for all charges, fees, duties, taxes, and assessments arising out of the use of this site.

PRIVACY

You have read the ELITE LIMOUSINES Privacy Policy the terms of which are available at www.italychauffeurs.com (privacy section), and agree that the terms of such policy is reasonable. You consent to the use of your personal information by ELITE LIMOUSINES and/or its third party providers and distributors in accordance with the terms of and for the purposes set forth in the ELITE LIMOUSINES Privacy Policy.

EXCLUSION OF WARRANTY

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You shall defend and indemnify ELITE LIMOUSINES and any third party service providers and other affiliated companies, and their officers, directors, employees and agents from and against any claim, cause of action or demand, including without limitation reasonable legal and accounting fees, brought by or on your behalf in excess of the liability described herein or by third parties as a result of your use of this site.

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RELATIONSHIP

The relationship between the Company and you will be that of independent contractors, and neither of us nor any of our respective officers, agents or employees will be held or construed to be partners, joint ventures, fiduciaries, employees or agents of the other.

GOVERNING LAW

This Agreement and its performance shall be governed by the Italian laws, without regard to its conflict of laws provisions. You consent and submit to the exclusive jurisdiction of the Italian state in all questions and controversies arising out of your use of this site and this Agreement.

ASSIGNMENT

You may not assign, convey, subcontract or delegate your rights, duties or obligations hereunder.

MODIFICATION

ELITE LIMOUSINES may at any time without notice modify/revise these terms and conditions by updating this page. You are bound by any such revisions and should therefore, periodically visit this page to review the then current Terms and Conditions.

ADDITIONAL TERMS

Additional terms and conditions may apply to reservations and other uses of portions of this site, and you agree to abide by such other terms and conditions.

SEVERABILITY

These terms and conditions shall be deemed severable. In the event that any provision is determined to be unenforceable or invalid, such provision shall nonetheless be enforced to the fullest extent permitted by applicable law, and such determination shall not affect the validity and enforceability of any other remaining provisions.

HEADINGS

The heading used in these Terms and Conditions are included by convenience only and will not limit or otherwise affect these Terms and Conditions.

ENTIRE AGREEMENT

These terms and conditions, together with those incorporated herein or referred to herein constitute the entire agreement between us relating to the subject matter hereof, and supersedes any prior understandings or agreements (whether oral or written) regarding the subject matter, and may not be amended or modified except in writing or by making such amendments or modifications available on this site. Any rights not expressly granted herein are reserved.