

**Dallas Black Cars Limo Service**

100 Crescent Court, 7th Floor

Dallas, TX 75201

Phone: +1 (214) 305-8671

Email: info@dallasblackcarslimoservice.com

Website: www.dallasblackcarslimoservice.com

Cancellation, Deposit & Service Policy

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Dallas Black Cars Limo Service strives to provide excellent service while maintaining a clear, fair, and simple cancellation, deposit, and service policy. By booking with us, you agree to the following terms.

Contact:

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1. General Cancellation Policy:

Cancellations must occur during the stated timeframes for each vehicle type. Cancellations outside these periods will result in full charges for the reserved services.

2. Vehicle-Specific Cancellation Policy:

- **Sedans and Luxury Sedans:** Cancel at least 24 hours prior. Late cancellations: 100% charge.
- **SUVs:** Cancel at least 24 hours prior. Late cancellations: 100% charge.
- **Mercedes Sprinters and Luxury Vans:** Cancel at least 72 hours prior. Late cancellations: Full charge applies.
- **Mini Buses:** Cancel at least 7 days prior. Late cancellations: Full charge applies.
- **Motor Coaches:** Cancel at least 7 days prior. Late cancellations: Full charge including any deposits.

3. Deposit Policy:

- 50% non-refundable deposit due within 24 hours of signing the agreement.
- Final payment due at least 7 days before the reservation date.
- Written notice required for cancellations as per policy.
- If proper notice is not given, all payments are non-refundable.
- Credit card authorization form required for all bookings.

4. Alcohol and Illegal Substances:

- Alcohol permitted only for passengers 21 and older.
- Illegal substances strictly prohibited. Immediate cancellation with no refund.
- Smoking is not allowed in any vehicle.

5. Damage To Vehicle:

The client is responsible for any damage caused by passengers, including:

- Spills or stains needing special cleaning
- Burns, tears, or physical damage to interior/exterior
- Loss of revenue due to vehicle being out of service

Minimum charge for damage or cleaning is \$250. Additional fees may apply.

6. Force Majeure:

We are not liable for interruptions or cancellations due to events beyond our control (e.g., weather, disasters, terrorism, mechanical issues). We will attempt to reschedule or refund (minus non-refundable costs).

7. Indemnification:

By booking, you agree to indemnify and hold Dallas Black Cars Limo Service harmless for any claims arising from:

- Your use of services
- Policy violations
- Damage caused by you or your party

8. Wait Time Policy:

- **Airport Transfers:** 30-minute grace period (domestic), 60 minutes (international). After that: \$15 per 15 minutes.
- **Point-to-Point & Hourly:** 15-minute grace period. After that: \$15 per 15 minutes.

9. No-Show Policy:

No-shows are charged the full booking amount. Clients must confirm pickup details and stay in contact.

10. Special Event Policies:

- Events (weddings, concerts, etc.) require 14-day cancellation notice.
- 50% deposit required to confirm reservation.
- No refund if cancelled within 14 days of the event.

11. Refund Policy:

- Approved refunds are processed within 5–7 business days.
- No refunds for Motor Coaches, Mini Buses, or Special Events after cancellation window closes.

Thank you for choosing Dallas Black Cars Limo Service.

We are committed to fair and professional service.

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Thank you for choosing Dallas Black Car Service. If you have any questions about your booking, please contact our customer support.

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