

Terms and Conditions

Unless otherwise agreed to in advance and in writing, the following Terms & Conditions apply. Total charges incurred are billed to the client's credit card unless invoice arrangements have been made and approved in advance or there is an existing corporate billing account. Driven accepts VISA, MasterCard, Discover and American Express credit cards. Checks or cash may also be accepted subject to an authorized credit card guarantee and identity validation for security purposes. Checks may be required to be received in advance, to clear prior to the date(s) services are rendered. New and one-time clients will be required to present their card for imprinting. Additional ID verification may also be necessary.

Airport Transfers

Driven provides a flat rate for most domestic commercial airport pickups and drop-offs to or from MSP in the immediate metro Twin Cities area. The commercial airport transfer rate is based upon a pickup and drop-off without any associated delay or waiting time exceeding fifteen (15) minutes. Your vehicle is dispatched according to the flight's estimated time of arrival as provided to Driven by each respective airline's automated system (Driven is not responsible for delays caused by the airline's automated system or otherwise). Billing shall revert to the prevailing hourly rate in the event the client is delayed, or the waiting time is exceeded, beyond the allotted fifteen (15) minutes. Rates and terms may be different for private FBO's, service involving international arrivals.

Point to Point Transfers

Driven may provide point-to-point transfer rates for local pickups and drop offs within the immediate Twin Cities service area. Wait time beyond the fifteen (15) minute "grace" period as well as for extra stops or indirect routing are charged additional, or charges may revert to the prevailing hourly rate. Transfer rates are a function of time and distance.

Hourly Service

Driven provides an hourly rate for all other service based on a two (2) hour or more minimum charge. Hourly or "As Directed" services allow for multiple stops and wait time as directed by the client. Vehicle will stay with the client or at their stop locations (as parking availability allows) for the entire rental time. Travel time may be charged on a "garage-to-garage" basis and is made a part of the respective hourly minimums.

Cancellations & Changes

Driven understands that cancellations are sometimes necessary and unavoidable. Unless otherwise agreed to or provided in writing, the following applies:

- For local service in the Twin Cities metropolitan area, we generally accept cancellations on airport transfers without a charge two (2) hours before the scheduled pick-up time.
- International cancellations require a minimum 48-hour notice or as noted in your confirmation.
- Cancellation notices may vary due to local conditions (i.e. weather), event, vehicle type and market area.
- Time changes made with less than the required notice above will still result in additional and possibly full charges. Example: At 1:30pm a requested change in pick up time from 2:00pm to 4:00pm will result in full charge for the 2:00pm trip and an additional charge for the 4:00pm trip.

Special Events & Peak Demand Rental Times

Special Events and peak demand periods both locally and in other markets may dictate premium pricing, higher hourly minimums and in some cases multi-day minimums, additional notice for changes and cancellations. Vehicles are generally in more limited supply for the higher demand and, often supplemental vehicles are required to accommodate this demand.

No Shows

If you do not see your chauffeur, please call our office immediately at 651-280-7836 to avoid the full-charge “no-show” fee. We generally include all admin/licensing and/or STC fees and recommended 20% chauffeur gratuity in the minimum no-show fee for your convenience, however gratuity amount is always 100% at your discretion. You may increase, decrease or have the tip removed entirely. Please advise on the gratuity you wish to pay, if any.

For Point-to-Point & Airport Service, a fee equal to the base fare, wait time, admin/licensing/STC and recommended chauffeur gratuity (gratuity amount at your discretion), will be charged when the client does not show at the pre-arranged pick-up location.

For Hourly Service, a fee equal to 2 hours of service, admin/licensing/STC and recommended gratuity (gratuity amount at your discretion) will be charged when the client does not show at the pre-arranged pick-up location.

To avoid no show charges, please call 651-280-7836.

E-Mail Communication

Generally, we accept new reservations, changes and cancellations by e-mail (john@driven.limo) with adequate notice. Although we do operate 24/7/365, it is recommended that you verbally confirm any request sent after normal business hours and on major holidays. If your needs require attention in less than eight hours, please call our office at 651-280-7836. We cannot guarantee cancellations, changes or new reservations unless sent to john@driven.limo with adequate notice.

You should always get an e-mail confirmation of a new reservation, any changed reservation or cancelled reservation. If you do not receive such e-mail confirmation, please contact us right away.

Chauffeur Tip Policy

It is customary to pay a tip to the chauffeur for services rendered. Chauffeur tip is always completely at your discretion and subject to your satisfaction with the chauffeur's service. Chauffeurs understand that all tips must be earned by providing outstanding service to our clients and their guests, and that the actual amount received is always up to the client.

Arrival Time

Driven and its chauffeurs always prepare in advance to avoid unnecessary delays in arrival time. However, road, traffic and weather conditions, are often-times beyond the reasonable control of the company and the chauffeur. No refunds can be given, because of late arrival due to such conditions or other occurrences out of the reasonable control of the company or chauffeur.

Baggage and Other Property Transported

Driven cannot not assume responsibility for the handling or maintenance of any baggage or other property, nor for any property left in the company's vehicles. We will do everything possible to secure and retrieve any belongings left in the vehicle. Please always check thoroughly prior to leaving the vehicle for all your personal belongings.

Passenger Conduct

Driven reserves the right to refuse to transport persons under the influence of or in possession of illegal drugs, as well as those excessively intoxicated, in the possession of firearms or dangerous substances of any kind, or who are, or are likely to become objectionable to other persons or if the chauffeur feels threatened in any way. Under no circumstances are minors allowed to consume or possess alcohol or illegal substances while in a company vehicle. Client shall not interfere with the chauffeur in the discharge of his/her duty or tamper with any apparatus or appliance on the vehicle. In such instances, services will be terminated immediately and no refunds will be offered.

Excess Cleaning & Damage

If, during or after the transportation service, the company is required to expend an extended amount of time and material to clean the vehicle due to acts of the client or any passenger (i.e., spilling food & drinks, vomiting, prohibited smoking, excessive trash), the company, at its discretion, will charge client additional fees to cover such expense. Damage to the vehicle in any way caused by actions of the client or any passenger will be charged in full to the client. The minimum clean up fee is \$250.

Smoking Strictly Prohibited

Smoking in all vehicles is strictly prohibited. Smoking in the vehicle by the client or any passenger will result in an automatic minimum \$250 charge. Damage caused by smoking activity will also be charged to the client.

Additional Charges

Wait Time (Airport & Point-to-Point Transfers)

- For airport arrivals, Driven, offers a 30-minute grace period from the updated arrival time. Thereafter, wait time will be charged at \$15 for each additional 10-minute period.
- For all other transfers, a 10-minute grace period will be granted, thereafter, wait time will be charged at \$15 for each additional 10-minute period.
- Wait time past 30 minutes will revert the trip to hourly minimum pricing.

Stops (Airport & Point-to-Point Transfers)

Extra stops, including extra airline stops are charged a minimum \$15 per “in-route” stop and include a maximum 10-minute wait period at the stop. Additional wait time is charged at the prevailing hourly rate in quarter hour increments.

Admin/Licensing Fee – Surface Transportation Charge

A 10% Administrative Fee (formerly known as Surface Transportation Charge (STC) for miscellaneous licensing, insurance and administrative expense calculated on the base fare, stop charges and wait time, will be added to your bill.

Other Charges

Other charges include reimbursement for tolls, bridges (in New York City), parking and airport, licensing and event fees, WIFI and client requested incidentals and amenities.

Meet & Greet Services

On request, meet & greet services will be charged at \$45 per hour with a 4-hour minimum. The charge for an individual airport meet & greet at MSP is a \$60 minimum. Meet & Greet services in other cities will vary by location.

Holiday & Off-Hour Surcharge (charges vary in markets outside of Twin Cities)

A \$20 surcharge added to the base fare on transfers, will be charged to your bill on the following holidays and during the hours of 11:59pm and – 4:59am: New Year’s Day, Thanksgiving Day, Christmas Day and Christmas & New Year’s Eve after 5:00 P.M.

Premium hourly rates may also apply on these holidays and during these off-hours times, as well as during other premium events and dates

Staff Accommodations

On occasions that require overnight travel for chauffeurs, onsite coordinators or other client-dedicated staff, lodging and meals should be arranged and provided for by the client. A per diem may be applied in addition to lodging expense.

Note: Rates, charges and terms are subject to change without notice

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