



Reservation Policies & Terms of Service

Payment & Charges

- All reservations will be charged in-office and include the following:
 - Base rate
 - Transportation tax
 - 20% gratuity on all pickups and charters
 - 10% fuel surcharge

No-Shows & Cancellations

- Sedans & SUVs (Airport or Point-to-Point) must be canceled at least 24 hours in advance of scheduled pickup to avoid charges.
 - Late cancellations will be charged the full rate (excluding gratuity and tax).
- No-Shows: Full rate will be charged.
- Flight Cancellations: Must speak directly with dispatch to avoid charges.
- Same-Day Reservations: Non-refundable under any circumstances.

Charters, Weddings & Group Transportation

- A deposit is required for all charter bookings.
- All deposits are non-refundable.
- For weddings, group travel, or out-of-state service:
 - Cancellations will result in credit only (valid for 1 year from original reservation).
 - Credits may not be used during blackout dates.
 - Blackout date info available from dispatch.

Wait Time & Additional Charges

- After 15 minutes of wait time or for any extra stops, additional charges will apply.
- Overtime charges will apply for any time added after scheduled drop-off time during a charter.
- Pickup times cannot be altered once reserved.
 - In some cases, dispatch may be able to approve a change.

Vehicle Selection

- Vehicle size and pricing are determined based on the number of passengers, luggage, and any special equipment or needs disclosed at the time of booking to ensure appropriate accommodations.
 - Passengers with golf clubs, skis, wheelchairs, or strollers will be automatically provided with an SUV and charged accordingly.
- If it is determined that a different vehicle is required after a vehicle has been dispatched—due to undeclared luggage, passenger count, or special equipment—an additional charge will apply, and service may be delayed until the appropriate vehicle is available.

Cleaning & Damage Fees

- Eating and drinking are permitted in vehicles.
- Cleaning fees may be charged at the discretion of TransCo South, including (but not limited to):
 - Pet hair, dandruff, or waste
 - Spills or bodily fluids
 - Strong or foul odors
- Smoking is strictly prohibited. A \$300 cleaning fee will be applied for smoking violations.

Children & Unaccompanied Minors

- Children under 8 years old must be in an approved car seat.
- Failure to comply will result in ride cancellation.
- No unaccompanied minors allowed unless explicitly agreed upon by both client and TransCo South.

Lost or Left Items

- TransCo South is not responsible for lost, left behind, or damaged personal items.
- Items may be picked up at a disclosed address or shipped at the owner's expense.

Credit Card Authorization

- By submitting your credit card information, you authorize TransCo South to:
 - Charge the approved amount for services rendered
 - Use the card for future reservations without additional signatures
 - Personally guarantee payment in the event of a chargeback or dispute without just cause
 - Your signature confirms that all credit card information provided is valid and true

Acknowledgment of Terms

I acknowledge that I have read, understood, and agree to the terms and conditions outlined in this document. By signing below, I consent to abide by all policies set forth by TransCo South and authorize the use of my payment information as described.

Client Name	Client Signature	Date