

ROYAL CARRIAGE LIMOUSINE LLC

Cancellation and Service Agreement

Version 2026-08-22 | Effective August 22, 2026

Phone (224) 801-3090 | royalcarriagelimo.com/cancellation-policy/

This agreement is shown at checkout on royalcarriagelimo.com/book-now and in the LimoFlow booking form. Checking the box (or the LimoFlow terms box) is your electronic signature. The version, timestamp, and page URL are stored with your payment.

1. WHAT YOU ARE BUYING

Prepaid in-person chauffeur transportation (ground transport). Not a parcel, not a digital download. No carrier tracking number applies.

2. TIER A SEDANS AND SUVs

Airport transfers, point-to-point, and hourly.

- 3+ days before pickup: free full refund
- 24 hours to 3 days: 50% charge, remainder refunded
- Less than 24 hours or no-show: full fare

3. TIER B STRETCH, SPRINTER, PARTY BUS, TROLLEY, COACH

- 14+ days: free full refund
- 7-14 days: 50% refund
- 3-7 days: 25% refund
- Less than 72 hours or no-show: full fare

4. TIER C WEDDINGS, CORPORATE, MULTI-VEHICLE

30% non-refundable deposit at booking. Signed event contract controls.

- 30+ days: deposit forfeit, balance refunded
- 14-30 days: deposit + 50% of remaining balance
- Less than 14 days or no-show: full event total

5. WEATHER AND FLIGHTS

Severe weather that makes travel unsafe: fees waived. Airline cancellations we verify: fee waiver.

6. HOW TO CANCEL

Call (224) 801-3090, email info@royalcarriagelimo.com, or reply to your confirmation. Do not file a card chargeback for a trip that ran as booked we contest those with the booking record, dispatch log, and

this acceptance.

7. CHARGEBACKS

If the chauffeur was dispatched and the trip was performed under these terms, we contest "product not received" / "credit not processed" with this agreement, your checkbox timestamp, paid receipt, and dispatch record. Card-network dispute rights are not waived.

8. ILLINOIS LAW AND OUT-OF-STATE CUSTOMERS

Illinois law governs this prepaid ground-transport contract (service performed in Illinois unless we agree otherwise). Contract venue: Cook County, Illinois. E-SIGN Act and 5 ILCS 175 apply to the checkout checkbox.

9. WAIT TIME AND EXTRA TIME (TRANSFERS AND HOURLY)

The clock is the chauffeur app on your trip: Arrived, Picked Up, Completed. We bill extra time only from those stamps. Tapping every button in the same minute is not extra time.

Airport pickups (from O'Hare, Midway, or another airport): 60 minutes complimentary wait after the chauffeur arrives. After 60 minutes, wait is \$1 per minute for sedans and SUVs, \$2 per minute for stretch, Sprinter, mini bus, party bus, and coach.

All other transfers: 15 minutes complimentary after scheduled pickup or chauffeur arrival, whichever is later. Same per-minute rates after that.

Hourly: billed time starts at Picked Up and ends at Completed. The hours you booked are the minimum. Extra time is billed in 15-minute increments at that vehicle's hourly rate.

Unscheduled extra stops: \$40 each. You authorized extra time and extra stops when you paid (card on file). We collect them after the trip. Call (224) 801-3090 if a stamp looks wrong before we charge.

10. WHAT WE SEND ISSUERS

The same PDF, version, acceptance timestamp, dispatch timeline (Arrived / Picked Up / Completed), and paid receipt.

The vehicle-specific terms shown at checkout control. Phone (224)

801-3090.