

## **BOSTON NORTH LIMOUSINE BOOKING GUIDELINES AND POLICIES**

### **RESERVATIONS**

Our reservationists are available by phone 7 days a week; 8am to 9pm. Call us Toll Free (866) 279-5466 or if you are local or calling internationally call us at (978)664-8473. Reservations can be made by email [info@bostonnorthlimo.com](mailto:info@bostonnorthlimo.com) if needed. All details must be included.

### **CHANGES TO RESERVATIONS**

Changes are made by calling our office and speaking with a reservationist. Once you confirm the original reservation, you will be asked to provide the updated details for your reservation. If you are changing on short notice, we will do our best to accommodate your request. If we are unable to accommodate your request due to availability, you can keep the original reservation or cancel the reservation.

### **CANCELLATION POLICY**

A credit card is required to make a reservation. All details including Airlines and Flight numbers are required for any airport reservation to be made. Any airport reservation cancelled within a (24) hour period of the scheduled pick-up time will be subject to a full charge for the quoted price including Base Rate, Driver Gratuity, and any accumulated expenses. By booking a limousine you agree to this cancellation policy. Exceptions are only made due to extreme weather conditions resulting in flight cancellations or the inability to traverse the roads.

### **DEPOSITS**

The following services require a non-refundable deposit at time of booking: Proms, Night on the Town, Concerts, Weddings, or Special Events requires a \$100 deposit. Exceptions are only made due to extreme weather conditions that result in the inability to traverse the roads.

### **AIRPORT ARRIVALS**

We constantly monitor the flight arrival information that you provide to us. Please call 978-664-8473 as soon as possible if there is a change in your flight information. We will meet you upon arrival, just look for our chauffeurs holding a Boston North Limousine sign with your name on it. The following is a list of Limo locations to meet your driver at each terminal at Boston Logan Airport.

**Boston Logan Airport:** Our vehicles are restricted to waiting in a holding lot until ten (10) minutes after your flight lands and only ten (10) minutes at the terminal to meet and load you into the vehicle. You should call 978-664-8473 when you are ready to meet your driver and we will dispatch the car to the terminal to meet you.

- **Terminal A:** Meet your chauffeur outside the Terminal on the Ground (Baggage) Level in the limo parking area which is straight across two (2) lanes of traffic.
- **Terminal B:** Meet your chauffeur outside the Terminal on the 2nd Floor (up one level from Baggage Claim) at Curb-side by the area marked for Limo Pick-up.
- **Terminal C:** Meet your chauffeur outside the Terminal on the 2nd Floor (up one level from Baggage Claim) by crossing three (3) lanes of traffic to the limo Pick-up area.
- **Terminal E:** Meet your chauffeur outside the Terminal on the Ground (Baggage) Level in the limo parking area which is straight across two (2) lanes of traffic then to the left.

#### **WAITING TIME CHARGES**

**Airport:** There will be no charge for waiting time if you meet the driver within the first 45 minutes after the touchdown of all domestic flights or within the first 60 minutes after touchdown of all international flights. Once the grace period has passed, waiting time will be charged by the vehicle's hourly rate, rounding up in half-hour increments starting from the actual landing time.

**Point to Point Transfers:** There will be no charge for waiting time if you meet the driver within the first 15 minutes. Once 15 minutes have past, waiting time will be charged by the vehicle's hourly rate, rounding up in half-hour increments starting from the scheduled pickup time.

#### **NO SHOW POLICY**

**Airport:** If you fail to show up at the scheduled pickup time and/or location for the arriving flight information you provided to us and there has not been any contact with our driver after 60 minutes for domestic flights or 90 minutes for international flights you will be considered a "No Show" and billed the full fee including the base rate, driver gratuity and any accumulated expenses. If you can't locate your vehicle, DO NOT LEAVE! Call 978-664-8473 and we will locate your driver and assist you in locating your reserved car.

**Point to Point Transfers:** If you fail to show up at the scheduled pickup time and/or location, you will be billed a full charge for the quoted price including base rate, driver gratuity and any accumulated expenses. If you can't locate your vehicle, DO NOT LEAVE! Call 978-664-8473 and we will locate your driver and assist you in locating your reserved car.

**GUARANTEE**

Our service is backed by a satisfaction guarantee. Should you be dissatisfied, please call us. We will do our best to resolve any issues to your satisfaction.

**DAMAGE**

Customers will be held liable for any damage that they cause to our vehicle including a \$100 fee for upholstery damage or carpet cleaning fee in some extreme cases.

**LIABILITY**

Boston North Limousine is not responsible for passenger expenses in the event of a mechanical failure. Boston North Limousine is not responsible for items left in our vehicles. We ask you to please check the vehicle before you leave the vehicle. If something is found, it is put into a Lost & Found box in our secure office until it is claimed