

Terms and Conditions

CTNYC Limo policy overland accepts VISA, mastercard 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 in order to clear prior to 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 important.

Airport Transfers

According to our policy it says that if customer flight cancelled or there is no show by the customer with valid reason then there will be no charges for that and if the flight delays there is no waiting time charges applied to the customers. Meet and greet will cost you \$20 extra for inside pickup and in case of miscalculation of time by customers side we will be not responsible for that.

Point to Point Transfers

For local-transfer like point to point if the customer takes much time to come outside so in that case waiting time charges will be applied to customer. 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.

Hourly Service

Overland 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 customer. 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

Cancellations are sometimes necessary and unavoidable. Unless otherwise agreed to or provided in writing, the following-applies: We generally accept-cancellations on sedan & SUV airport transfers without a charge two (2) hours before the scheduled pick-up time. Vans, Minibuses, premium and specialty vehicles require no less than a six-hour cancellation notice.

Motor coaches require no less than 2-week cancellation notice and up to 30-days-notice.

International cancellations require a minimum 48-hour notice or as noted in your confirmation.

In case of no show

If you do not see your driver, please contact our office immediately at 203-464-8962 to avoid the full-charge “no-show” fee. We generally include all admin/licensing and/or STC fees and recommended 20% chauffeur gratuity at 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.

E-Mail Reservation

Generally we accept new-reservations, changes and cancellations by e-mail (info@CTNYCLimo.com) 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 an eight hours, please call our office at 203-464-8962.

Chauffeur Tip Policy

It is compulsory to give a tip to the chauffeur for services given to you. As a convenience to our clients, a recommended 20% tip that is paid 100% to the driver is added to your charges, unless your corporate agreement states have difference. Chauffeur tip is always completely at your discretion and subject to your comfort with the chauffeur's-service. .

Arrival Time

.As we trained our driver to be at pickup location 10mins before if there will delay occur due to traffic or any incident so No-refunds can be given as a result of late arrivals due to such-conditions or other occurrences out of the reasonable-control of the company or chauffeur.

Baggage and transportation lost

If someone left their any thing in our vehicle company and driver will not be responsible for that if it lost please make sure to check every your everything before leaving the car. Please always check thoroughly prior to leaving the vehicle for all your personal belongings.

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) , then penalty will applied on that and it will result in amount of \$200

Smoking Strictly Prohibited

Smoking in all types of 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)

With point to point transfer if the customer have stop in between then each stop have 20 mins wait time and if wait time exceeds then it will cost you hourly rate.

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Stops (Airport & Point-to-Point Transfers)

Customers can have multiple stops and each stops will cost \$20 extra and if the stop prolong so in this case the charges of waiting time will cost according to hourly rate and that rate will be dependent of the type of vehicle.

Other Charges

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

Meet & Greet Services

Meet and greet will be provided on customer request and it will cost \$20 additional and for airport pickup there are no additional charges for waiting time if the flight delay.

Company policy, rates, charges, and other terms can be changed at any time without notice.