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If you have any further questions regarding The DTS Groups Terms of Use, please contact: [customerservice@thedtsgroup.com](mailto:customerservice@thedtsgroup.com)

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Service Terms & Conditions

#### GENERAL TERMS:

This reservation confirmation is only an estimate. Final charges will be based on actual time of service rounded up by 15 minutes increment. Actual time of service includes the additional time the chauffeur will need to inspect the vehicle for items left behind after the final drop off. The customer will be responsible for the cost of returning any item left behind to its rightful owner, if passengers depart before the vehicle sweep is completed. All reservations are billed garage-to-garage: the customer is billed from the time the car leaves our garage until the time the car returns to the garage. A full trip charge will apply if the passengers fail to contact our office if they are unable to locate their chauffeur. The

customer will be responsible for any damage caused by any passenger or any pet NOT in a crate above and beyond the pet fee. The DTS Group reserves the right to substitute any vehicle requested with same size or higher capacity vehicles at no additional charge and without notice if the requested vehicle type is not available. A Suggested Tip has been added for your convenience. The payment of this Suggested Tip is subject to your complete discretion and may be increased, decreased, or eliminated entirely. All Tips received are remitted in full to the chauffeur. The DTS Group and the chauffeur reserve the right to terminate a trip for unruly, threatening, or unsafe behavior by passengers at any time.

#### HOURLY MINIMUMS:

Hourly minimums for hourly-as-directed or wait-and-return reservations depend on the vehicle type, the day of the week, and the special event policy in effect. Confirm the hourly minimum applicable to your reservation with our customer service agent. All hourly reservations are billed for the total number of hours reserved by the customer, even if the actual time used is less than the reserved number of hours.

#### GUARANTEED RATES:

The base rate for your reservation is guaranteed for up to 12 months. However, all incidental charges such as fuel surcharge, credit card processing fees, Standard Transportation Charge (STC), airport fees, and taxes are subject to change as necessary any time and without notice until the scheduled service is provided.

#### SERVICE FAILURES:

The DTS Group is not responsible for deviations or service failures caused by accidents, road closures, breakdowns, inclement weather, traffic, acts of God, terrorism, civil unrest, or any other conditions beyond our control. If any such condition prevents us from providing the scheduled transportation services, the maximum liability Signature Transportation will assume shall not exceed the projected total cost of the scheduled transportation service.

#### DELAYED OR CANCELLED FLIGHTS:

The DTS Group tracks all inbound commercial flights and will know if your flight is delayed or cancelled. If your flight is cancelled, we will cancel the reservation. The customer must contact our office with the new flight information, and we will exact our best effort to rebook or to reschedule that reservation without detriment to other reserved clients. For private flights, the reservation will turn into hourly/As directed if flight is delayed. If a private flight is cancelled after the free cancellation window ends, the reservation will be billed as

booked unless there is a justifiable cause outside the customer's control such as weather, strike, travel advisory, acts of God, terrorism, civil unrest, etc....

#### OTHER FLIGHT ISSUES:

The DTS Group is not responsible for passenger flights that are missed, diverted, or any other incident that results in failure to comply with the Cancellation Policy. We will exact our best effort to fulfill client needs in these instances subject to wait time fees or late cancellations and re-bookings without detriment to other reserved clients. The passenger is responsible for notifying The DTS Group if he/she misses his/her flight. If the passenger fails to notify The DTS Group and is a "No show", that customer will be responsible for the total cost of the reservation. The DTS Group reserves the right to bill hourly for any airport pick-up if the passengers are scheduled to arrive on board different flights.

#### PICKUP TIME:

The Pickup time is the time your vehicle is scheduled to be on location ready for pick up: Airport departures and other non-airport pickups = as scheduled by the customer. Commercial airport arrivals = gate time. FBO arrivals = 15 minutes before scheduled wheels down.

#### WAIT TIME:

Wait time applies to all transfer reservations after the grace period ends and is billed per minute increments at the vehicle type's hourly rate. Grace periods: NON airport pickups = 15 minutes. Airport arrivals (Domestic and International) = 30 minutes from gate time. FBO arrivals = 30 minutes from pickup time or 15 minutes from scheduled wheels down.

#### LUGGAGE CAPACITY:

Our sedans, SUVs, and minibuses can accommodate for their maximum seating capacity only with minimal luggage capacity. Confirm with our customer service for the proper vehicle size that will fit your needs if you have any doubt.

#### CAR SEAT:

The DTS Group will provide a car seat, if available, at a fee of \$25.00 and the customer will use it at his/her own risk. The customer will also be responsible for its installation to assume total liabilities.

#### SPECIAL EVENT:

Special event policy applies for each special event. If a special event policy does not exist for an event such as concert, game, race, festival, and more, all transfers to and from those

events will be converted into hourly-as-directed and billed garage-to-garage. The customer will be responsible for the event traffic that may increase the number of billable hours above the hourly minimums. Customers are responsible for disclosing the occasion for their transportation needs for a proper quote at the time of booking.

#### ADDITIONAL FEES:

**Pet Fees:** A \$50 pet fee will be added for each pet NOT in a crate, except for service animals. But the passenger must disclose at the time of booking that they will have a pet (including service animals). This allows Signature Transportation to schedule a Chauffeur that has NO health concern with the pet that will be transported in the vehicle. The pet must always be on a leash for safety reasons. Customer will be responsible for any damage caused by any pet NOT in a crate (including service animals) above and beyond the pet fee.

- **Off hours Fees:** Any reservations scheduled for a pickup between 12:00 AM and 05:00 am will incur a \$10 Off Hours Fee.
- **Holiday Fee:** A \$25 Holiday Surcharge will be added for Christmas Day, and Thanksgiving.
- Any parking fees or tolls are additional and will be billed at cost.
- A 4% Credit Card Processing fee will be assessed on all Visa, MasterCard, Discover and American Express credit card transactions. The fee covers the processing costs associated with credit card payments.
- A \$20 stop fee applies for the 1st stop less than 2 miles out of the scheduled route for a maximum of 15 minutes. Wait time applies above and beyond the stop fee after the grace period ends. Any additional stops after the 1st stop or any stop more than 2 miles outside the scheduled route will turn the reservation hourly with the applicable minimum billable hours.
- **Cleaning fee:** A biohazard cleaning fee of \$500 per occurrence applies for cleaning and sanitation of any bodily fluid. A cleaning fee of \$250 applies for cleaning and sanitation for all other detailed cleaning required if the passengers trash the vehicle. A cleaning fee equal to 8 hours of the vehicle applicable rate applies for the ionization process needed to remove any smoke odor.
- **Overnight Trip Fees:** The customer is financially responsible for any overnight lodging and per diem for the driver(s) whenever required.

#### CHANGES AND UPDATES:

The customer can make changes as necessary within the free cancellation period provided The DTS Group has the resources available to accommodate. When the free cancellation window closes, any request to make changes may result in the re-booking of a new service and the initial service billed as scheduled.

#### CANCELLATION POLICY (EXCEPT SPECIAL EVENTS):

- Sedans and SUVs – airport transfers: 4 hours before the scheduled pick-up time if drive time is less than 60 minutes or 2 hours + the scheduled drive time to pick up if drive time is over 60 minutes and all non-airport reservations: 8 hours.
- Sprinters and ADA Vans – 2 days
- Mini-coaches, Super Coaches and Motorcoaches – 14 days

All cancellation requests must be submitted by email to <mailto:customerservice@thedtsgroup.com> with the word “Cancellation Res# xxxxx” and the confirmation number on the subject line or by phone through a live agent. Leaving a voicemail will NOT be considered a valid request for cancellation.

#### INCORRECT INFORMATION:

The Customer is responsible for reviewing the details of this reservation confirmation for accuracy and to reply to the confirmation email with the correct information if anything herein is inaccurate. The DTS Group will not assume any liability for service failure if any information herein is incorrect and the customer failed to review and submit the necessary correction.

#### CREDIT CARD PRE-AUTHORIZED BEFORE TRIPS:

The Customers card on file (debit or credit) will be pre-authorized for the full amount of the scheduled services + 30% for incidentals charges such as wait time and additional stops. It is very important to understand that when you use a debit card to pay for your service, your bank puts a temporary hold for the pre-authorized amount and the 30% overage may not be released back into your account, by your bank, for up to 7-10 business days. It is also important to note that if we must credit your debit card for any reason it may also take up to 7-10 days for your bank to process the credit. **THE DTS GROUP CANNOT BE RESPONSIBLE FOR ANY BANK’S POLICY ON HOLDING PREAUTHORIZED FUNDS OR THE LENGTH OF THE HOLD TIME.**

#### DEPOSITS AND RETAINERS:

A non-refundable retainer fee, based on a per vehicle charge, will be required at the time the service is reserved. In the event the transportation services are cancelled at least thirty

(30) days before the date of the transportation services, the non-refundable retainer fee will be forfeited. The remaining balance of the fees will be billed to the credit card on file thirty (30) days prior to the date of transportation services. Once the remaining balance is billed to the credit card on file, all fees are non-refundable. ALL DEPOSITS AND ALL RETAINERS'S FEE ARE NON-REFUNDABLE

**REFUND POLICY:**

All sales are final. We do not offer refunds for services purchased from The DTS Group. In rare cases where a refund may be warranted, such as a billing error or other extraordinary circumstances, we will review requests on a case-by-case basis. Please feel free to contact us with any concerns. You acknowledge and agree to this refund policy by purchasing with The DTS Group.