

Greenfleet Car Service LLC
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Terms and Conditions

Prices: Are one way and include New Jersey sales tax, and all other applicable fees. They do not include: tolls, parking and inside pick up. Surcharges are additional based on the situations listed below.

Reservation: Must be made 4 hours before pick up time by phone or online. Reservations are valid only when you receive verbal, email or fax confirmation from Greenfleet Car Service. All reservations, particularly airport pick-ups, must contain the passenger's cell phone number, airline and flight number. Passengers will be billed full rate if they take another means of transportation without calling Greenfleet Car Service. Greenfleet Car Service will not be responsible for service issues whenever a driver is instructed directly to change a reservation, other than an 'as directed' ride, nor is Greenfleet Car Service responsible for missed flights.

Flight Change: If your flight schedule has been changed from the scheduled time in our reservation system for an earlier or later pick up time, you must notify Greenfleet Car Service by phone a minimum of 4 hours before the scheduled pick up time.

Cancellation Policy: Must be done 4 hours prior to pick-up time, otherwise full fare is charged. No exceptions.

Surcharges:

- **Early / Late Pick-Up:** This may be due to a schedule change different from the confirmed reservation, and pick-up between the hours of 11:59pm to 5:59am ET will carry a surcharge of \$25.00.
- **Holiday:** A \$25.00 US holiday surcharge will be charged to all trips occurring on:
 - Christmas Eve and Day
 - New Years Eve and Day
 - Martin Luther King Day
 - Memorial Day
 - Independence Day (4th of July)
 - Labor Day
 - Thanksgiving Eve and Day

Airport pick-ups will be inside by baggage claim on these holidays. Driver will be holding sign with passenger(s) name.

Wait Time/Stop Time:

- 30 minutes of free waiting time is given on all domestic flights from the official posted arrival time.
- 45 minutes of free waiting time is given on all international flights from the official posted arrival time.
- Additional wait time will be charged at \$15 for every 15 minutes after the posted arrival time
- Full rates will apply if you do not show or leave the airport.

- Passengers will also be charged \$15 for every 15 minutes of wait time after the scheduled pickup time for all other pickup locations.
- **Passengers MUST call us immediately if they do not see their chauffeur. Passengers that do not contact us and take an alternative means of transportation will be billed the full rate. Greenfleet Car Service will make every attempt to contact passengers whenever a chauffeur has difficulty locating them. ALL RESERVATIONS must contain a passenger cell phone number.**
- Passengers requesting stops en route during a point to point reservation will be charged \$20.00 per stop.
- For inside terminal pick-up at all airports add \$15.00.

For Curb Side Pick-up: You must call Greenfleet Car Service at 908-298-0700 as soon as you land to coordinate your pick up point.

Hourly Rates: \$35 for the Prius / \$40 for the Toyota Camry / \$60 for the Lexus RX400h / \$120 for the ECO-Van (2hr minimum all vehicles)

Train Pick-Up: For train station pick-up, train schedule cannot be monitored. Therefore, billing begins at scheduled pick up time.

Affiliate Usage: On occasion, due to high call volume, we may offer you the option of an affiliate company to expedite your request for car service. Greenfleet Car Service selects its affiliates based on fair pricing and/or availability. If you opt for an affiliate, you will be charged based on fare rates, plus any surcharges and wait time charges that apply.

Child Seats: Available at no additional cost.

Luggage: All luggage exceeding the limits of a sedan's trunk space will require an upgrade to an SUV (typically more than 3 suitcases).

Payments: No personal checks are accepted. All reservations must be made with a valid credit card. The same card must be presented to the driver to process your payment if you do not have an established account with Greenfleet Car Service. Greenfleet reserve the right to charge the listed fare and all applicable surcharges if applicable in cases where the trip ticket is filled out incorrectly.

Charge Back: Credit card charge back (Processing) - \$35.00.

Other: Greenfleet Car Service will not be responsible and liable for unforeseen circumstances beyond its control. Including but not limited to: Bad weather, road conditions/construction, emergency road closures, sudden, unexpected traffic and unavoidable vehicle breakdown.

Greenfleet Car Service assumes no responsibility for lost or damage baggage, personal belongings, or any other items left in our vehicle.