

# Heaven On Wheels, LLC

Limousine & Transportation  
CORPORATE WEDDINGS CELEBRITY AIRPORT BLACK TIE

3254 N. I-35E  
Lancaster, TX 75134  
(214) 676-1906 (972) 842-2480 fax

email: [info@HeavenOnWheels.com](mailto:info@HeavenOnWheels.com)

## PLEASE FILL OUT ALL PAGES COMPLETELY WITHIN 24HOURS OF BOOKING OR BOOKING COULD BE CANCELLED WITH NO REFUND OF DEPOSIT TRANSPORTATION CONTRACT (Page 1)

Thank you for choosing Heaven On Wheels, LLC for your luxury transportation needs. Our number one priority is making your special event memorable with first class, dependable, on-time chauffeured services.

**PLEASE READ, SIGN, AND RETURN THIS CONTRACT WITHIN 24HOURS. Your booking is TENTATIVE, and your transportation will be cancelled WITHOUT refund of deposit if you fail to return the signed contract in full.**

### PAYMENT INFORMATION

A **non-refundable** 25% deposit or \$200 (whichever is greater) is required to hold this booking unless the booking date is 7 days or less at the time of reservation. In the event of cancellation 30 days prior to the booking, this deposit may be applied toward other transportation services provided by Heaven On Wheels, LLC (based upon availability) within 6 months. **Full payment is due 1 week prior to the event if paying by credit card, 2 weeks before event if paying by check.** Cash is accepted on date of event but our drivers can accept no more than \$400 plus gratuity. We accept cash, check, or credit card payment. A \$50.00 fee is charged for all returned checks.

### CANCELLATION POLICY

Cancellation fees are charged according to the following schedule: (this is in addition to the deposit)

Days Prior to Event	Cancellation Fee
> 30	25%
21-30	50%
14-20	75%
7-13	100%
< 7	100%

[Only] Heaven On Wheels, LLC reserves the right to cancel transportation due to snow, ice, or other extreme weather conditions that may pose a danger to its clients or employees. Heaven On Wheels is not responsible for late pickups due to unforeseen circumstances, such as weather, traffic or mechanical breakdown.

### RATES & GRATUITY

Additional charges may apply for transportation outside this service area. Minimum gratuity of 20% is for the chauffeur, paid in cash directly to the driver the night of your event. Gratuity may be automatically be added to the bill if client wishes. If gratuity is not given to the driver, or the driver is shorted the 20%, customer gives Heaven On Wheels the authorization to charge the difference to card on file. Charges are time-based and begin at scheduled pick-up time and end when drop-off is complete. Our prices are subject to change, however, once booked, the contracted price will not be changed. Heaven On Wheels, LLC reserves the right to add any additional charges to the original price quoted if the client deviates from the original charter agreement. A fifteen minute grace period applies, and additional charges are incurred in 1 hour increments. **We will gladly extend your rental time as long as there is no conflict with our other bookings (this is at our discretion).**

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## TRANSPORTATION CONTRACT (Page 2)

### AIRPORT TRANSFERS

Clients requesting airport pick-up / drop-off service are to provide flight information (Flight #'s, times, destination) and notify us of any known changes prior to service. Cancellation is required 3 hours in advance of scheduled pick-up to avoid penalty.

### VEHICLE CLEANLINESS & SMOKING

All vehicles are 100% non-smoking, failure to abide by this rule by any passenger will make the client liable for a \$200.00 cleaning fee, NO EXCEPTIONS. Vehicle cleanliness is the responsibility of the client. Food is generally not allowed inside the vehicles. A \$200.00 to \$500.00 cleaning fee may be imposed for trash, excessive spills, vomit, & other bodily fluids. Any physical damage done to the vehicle by the group is the responsibility of the client and may result in an assessment for repair, replacement, labor, and lost business. Broken/missing glassware will be charged at \$15 each (\$50 per decanter).

### ADDITIONAL INFORMATION

Heaven On Wheels, LLC offers late model, luxury vehicles equipped with high-tech amenities. All vehicles are meticulously maintained and serviced to prevent breakdown. Power technical equipment is subject to temporary failure due to heat, excessive use, and conditions beyond our control. Any failure of this type will have no effect on the continuation of the contracted charter. In the event of vehicle breakdown or other circumstances, Heaven On Wheels, LLC reserves the right to substitute equipment of equal or greater value, and or the services of an affiliate carrier to perform contracted service.

Heaven On Wheels, LLC will not be responsible for injuries that occur due to "horse playing" while the vehicle is in motion or at standstill. Clients or passengers not following chauffeur's requests as they relate to safety and the rules of this contract may result in early termination of charter without refund. An adult chaperone is required for groups of children under the age of 16.

Please remove any valuables from the vehicle when unattended. Heaven On Wheels, LLC will not be held liable for client's lost, stolen, left behind after charter, or damaged personal valuables.

Heaven On Wheels, LLC reserves the right to terminate your transportation and this agreement for non-compliance. Illegal misconduct inside the vehicle will result in immediate termination of charter with full charge applied (includes alcohol use by minors).

The client's authorized signature constitutes acceptance of responsibility for final payment, including additional charges incurred for extended time, cleaning, and damage as described above. Unless otherwise arranged, all above mentioned additional charges will be billed to the credit card on file. **To secure this booking, please sign and return a copy within 24 hours.** If we do not receive a signed copy, we will cancel your transportation and open up your booking date to someone else. Please fax to 972-842-2480, or email with "accepted" in subject line to: [info@heavenonwheels.com](mailto:info@heavenonwheels.com).

X \_\_\_\_\_  
CLIENT SIGNATURE

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
DATE

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PRINTED NAME \_\_\_\_\_

## TRANSPORTATION CONTRACT (Page 3)

Date of Event \_\_\_\_\_ - \_\_\_\_\_ - **2009**

Number of Passengers \_\_\_\_\_

Type of Event \_\_\_\_\_

Pick-up Time \_\_\_\_\_

Drop-off Time \_\_\_\_\_

Name : \_\_\_\_\_

Home Phone- (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Cell- (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Work Phone- (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Ext: \_\_\_\_\_

Pick-up Address \_\_\_\_\_

Destination Address \_\_\_\_\_

Drop-off Location  
\_\_\_\_\_

E-mail address \_\_\_\_\_ @ \_\_\_\_\_

Type of Limo \_\_\_\_\_

Number of Hours Guaranteed \_\_\_\_\_ (Extra hours may or may not be available)

Quoted Rate Per hour or Flat Fee \$ \_\_\_\_\_

Sub total: \_\_\_\_\_ (Hours x Rate = Sub Total)

Check one:

Gratuity of 20% given directly to driver \_\_\_ or added to card \_\_\_

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Total: \_\_\_\_\_

## TRANSPORTATION CONTRACT (Page 4)

Charged Deposit Amount: \_\_\_\_\_

Credit Card Information: Type of card: \_\_\_\_\_ (Visa, MC, Discover, AMEX)

Name: \_\_\_\_\_ (as listed on the card)

CC number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Exp. Date: \_\_\_\_\_ CVV: \_\_\_\_\_ (3 digit code on back of card - 4 DIGIT amex)

**Contract obligations: I understand and agree to the length and usage along with any charges and further agree to pay for any and all damages my party may cause during the rental periods. I also agree to the Client Agreement listed below. All damages are the sole discretion of the Chauffeur or Owner. I understand and agree to pay the entire contract price if cancellation policy is not followed. A non-refundable deposit is required to hold the booking. In the event of cancellation 30 days prior to the booking, this deposit may be applied toward other transportation services provided by Heaven On Wheels, LLC (based on availability) within 1 year. The number of hours you agree to on the contract is the minimum hours customer agrees to pay.**

Customers Name:  
(Print) \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Date \_\_\_\_\_

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