

Terms and Conditions

PLEASE READ CAREFULLY. BY USING OUR SERVICE YOU SIGNIFY YOUR ACCEPTANCE TO THESE TERMS OF USE. IF YOU DO NOT AGREE WITH ANY OF THE TERMS OF USE BELOW, PLEASE DO NOT USE OUR SERVICE. BNB PERSONAL CAR SERVICE, LLC INC RESERVES THE RIGHT, AT ANY TIME, TO MODIFY, ALTER OR UPDATE THESE TERMS OF USE. YOU AGREE TO BE BOUND BY SUCH MODIFICATIONS, ALTERATIONS OR UPDATES.

Reservations:

We recommend that our clients reserve a car ahead of time (at no additional charge) to be guaranteed a car at time of pick up. We can provide you with a car at short notice by phone or online upon availability.

No-Shows:

If you do not see your driver at a certain pick up point do not leave before calling the dispatch office, (980-330-9613) we will direct you to your chauffeur. If you leave without calling you will be billed for the full price of the ride (or a no-show fee).

Cancellation:

If cancellation is made at least 2 hours prior to scheduled pickup time, the customer will not be charged. If cancellation made less than 2 hours prior to scheduled pickup time, customer will be billed for the total amount of the fee.

Damages Resulting From Your Act

BnB Personal Car Service, LLC will charge you the cost of cleaning the vehicle as result of you or your authorized party getting sick in or damaging the vehicle. You also agree and acknowledge to pay all the related fees and charges to get the vehicle back to its normal working condition.

Collection Fees:

You agree to pay all legal counseling fees, litigation fees, legal fees, costs, accounting fees, expenses and disbursements for all actions taken prior to, during and subsequent to the initiation of legal proceedings to collect payments due in cases of non-payment.

Rates Changes:

BnB Personal Car Service, LLC can change the rate of the services, charges, costs, fees and expenses at any time without prior notice. Any reservations that is scheduled will remain at the rate charged and will not be subject to the change.

Payment Due Date:

All payments due at completion of ride.

Waiting Time: The grace period is 30 minutes for domestic flights and 60 minutes for international flights following the reported flight arrival time for airport pickups only. A 10-minute grace period is granted for all other pick-ups. Waiting time will be charged at 10-minute increments after the grace period. BnB Personal Car Service, LLC checks all domestic and international flights one hour before the driver is dispatched, billing starts after grace period allowed from the official time of arrival (ETA).

For train station pick-ups, train schedules cannot be monitored. Therefore, billing begins at the scheduled pick-up time.

Hourly Rates:

Packages of Vehicles rented hourly. Certain hourly minimums and zones restrictions apply. Please call office for pricing.

Stops:

Price per stop varies based on distance and location; please call us to request pricing. Courtesy stops, such as briefly leaving the vehicle to pick up coffee do not incur extra charges. However, if longer stops or multiple stops are made you will be billed stop charges. Picking up additional passengers will also incur stop charges.

Tolls:

All round trip tolls are billed to the customer depending on the route chosen. BnB Personal Car Service, LLC will charge for all round trip tolls to and from the designated destination. BnB Personal Car Service only collects the tolls; we do not charge them.

Luggage/Bags:

Each passenger is entitled to one large bag and one carry-on bag. If you have extra luggage/bags, please inform our office in advance to see if we can accommodate you.

Passenger Pickup at Airport:

Non-Meet & Greet Service – If you prefer not to be met in the baggage claim area, our driver will pick-up the passengers outside the arrival exit across the street at the Commercial Island (Hotel/Shuttle Van/Area A). The driver is permitted to park for 6 minutes maximum so please do not call the driver until you are ready to go out the arrival exit to avoid delay in pickup. If passenger must retrieve their luggage from baggage claim, please do not call until you are ready to exit. The driver will greet you at the van and take your luggage and make sure you are comfortably seated in the van. The driver will call you (or email you if you are out the country) the night before to confirm your pickup information and will provide you with his cell number to contact him.

Meet & Greet Service – this service is offered at no additional charge. However, waiting time charges (if incurred) will be billed to your account or credit card. The driver will be instructed to meet the passenger by the baggage claim or the exit of customs with a sign that has your last name and will then escort the passenger to the designated vehicle location while assisting with luggage. This package comes with a complimentary 30-minute domestic flight or 60-minute international flight wait time from scheduled arrival time.

Gratuity:

Gratuities/Tips are not included in the trip cost and are at the discretion of the customer.

Baby Seats:

BnB Personal Car Service requires parents to provide their own baby seats.