



# Crestwood Car & Limousine

LINCOLN TOWNCARS, STRETCH LIMOUSINES AND VANS

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## Terms and Conditions

- A \$1 service charge is added to each ride for monthly billable accounts only.
- Gratuity will automatically be billed with the fare. Additional gratuities or cash given to the driver is at your own discretion.
- All out of pocket charges, including tolls and parking will be added to your bill.
- A “No show” fee, applicable waiting time, and driver gratuity will be charged if a customer fails to show at the designated pick up location.
- If a customer cannot locate the driver, Crestwood must be called to avoid a “No show” fee.
- Pick ups in Manhattan may be cancelled more than 30 minutes prior to scheduled pick up time to avoid a no show charge. Airport reservations or reservations from outside of Manhattan must be cancelled 2 hours prior to scheduled pick up time.
- Airports:
  - Flights are updated often by Crestwood’s office staff
  - Driver is dispatched to airport 1 hour prior to the airline’s posted flight arrival time. If a flight arrival time is delayed once the driver is on his way to the airport or already at the airport, the customer is responsible for any applicable waiting time.
  - For airport pick ups, 30 minutes of waiting time is included free of charge after posted flight arrival time. Waiting time after 30 minutes is billed at the regular \$44 per hour rate.
- Non-airport picks ups are not charged for the first 14 minutes of wait time. After the 14<sup>th</sup> minute the customer is charged for the full 15 minutes of waiting time.
- Crestwood does monitor train schedules if provided with the train number.