

# Inter-Continental Limo Services Inc.

17 E Monroe St #171  
Chicago, IL 60603

Phone: (877) ICLS-INC (4257-462)  
(224) 333-2222  
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*Moving Executives With Excellence.*

## Inter-Continental Limo Services POLICY

### Guaranteed Payment

All reservations are subject to a guaranteed payment. A credit card number will be taken at the time the order is placed. These orders will be billed as posted if no advance cancellation is received. We accept as form of payment: Master Card, Visa, American Express, Discover, Traveler's Checks and Cash. Corporate Checks only from approved Companies. For all limousines and buses a 50% NON-refundable deposit is required. Affiliates will sign an agreement to pay on 30 days schedule.

### Gratuity

Our Rates DO NOT includes a gratuity. Whether a tip is to be given, and its amount, are matters determined solely by the customer. At least 20% gratuity is expected for good service. This will be automatically added to all the fares.

### Waiting Time for Pick Up and Drop Off / NO SHOW

\*Trips that **DO NOT originates from Airports**: There is a 15 minutes grace period. After the grace period has elapsed, there is a charge of \$15.00 for every 15 minutes passed from the original pick up time. We do require the vehicle to wait 1 hour after scheduled pick up before we declare a **"No Show"**, unless we are given permission to release the vehicle. If there is no contact with passenger in 30 minutes, will call designated phone number.

\*Trips that **originate from Airports**: There is a 30 minutes grace period from the reported arrival time of the flight. After that you will be charged \$15 per 15 minutes interval up to one hour. We do require the vehicle to wait 1 hour after scheduled pick up before we declare a **"No Show"**, unless we are given permission to release the vehicle. No charge if the flight is delayed or cancelled. If there is no contact with passenger in 45 minutes, will call designated phone number. If passenger changes flights without notice, full charges apply.

### Gate Meets

Gate meets are available upon request in the baggage claim area for \$30.00 + Rate. We provide **bi-lingual greeters** for \$75.00 (certain languages only). We can have the chauffeur go inside the airports and meet the passengers for \$25.00.

### Luggage Handling

Our chauffeurs are only authorized to carry any luggage to or from the exterior front door into the vehicle. Any other requests may vary in a change of rate.

### Pets

If traveling with pets please inform us in advance. Extra charges apply. Some vehicles cannot carry pets or designated travel bags with pets inside.

### Car Seats

Children must have a car seat provided by the passenger. We can provide car seats for \$20.00 per seat. Please let us know in advance about car seats; also please provide us with the age of the child in order to have the proper car seat for the vehicle.

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## Change / Modification of Reservations

All trips must be changed at least 2 hours before the pick up time. Specialty vehicles must be changed at least 3 hours before pick up time. Large vehicles must be changed at least 5 hours before pick up time. Hourly charters must be changed at least 5 hours before pick up time. Special transportation reservations (hourly charters longer than 12 hours, long distance trips and special driver or vehicle requests) must be changed at least 24 hours before pick up time. If we did not received the proper notice we will bill in full for all services or late cancelation will apply.

## Cancellation Policy

\*For **all Airport and Point to Point transfers**: Cancellation must be made at least **2 hours** in advance of pick up time (before the driver is dispatched for pick up), otherwise a full charge occurs for reservations that have not been canceled or changed timely - they will be billed at regular rates! **Waiting time pay will apply after the first 30 minutes of prearranged time described on the trip sheet at all the airports. No charge if the flight is delayed. You will be charged \$15 per 15 minutes interval up to one hour.**

\*For all **specialty vehicles** doing Airport and Point to Point transfers: Cancellation must be made at least **3 hours** in advance of pick up time (before the driver is dispatched for pick up), otherwise a full charge occurs for reservations that have not been canceled or changed timely - they will be billed at regular rates! **Waiting time pay will apply after the first 30 minutes of prearranged time described on the trip sheet at all the airports. No charge if the flight is delayed. You will be charged \$20 per 15 minutes interval up to one hour.**

\*For all **Sprinter Van or Mini-Bus** doing Airport and Point to Point transfers: Cancellation must be made at least **5 hours** in advance of pick up time (before the driver is dispatched for pick up), otherwise a full charge occurs for reservations that have not been canceled or changed timely - they will be billed at regular rates! **Waiting time pay will apply after the first 30 minutes of prearranged time described on the trip sheet at all the airports. No charge if the flight is delayed. You will be charged \$20 per 15 minutes interval up to one hour.**

\*For all **Large Buses** doing Airport and Point to Point transfers: Cancellation must be made at least **24 hours** in advance of pick up time, otherwise a full charge occurs for reservations that have not been canceled or changed timely - they will be billed at regular rates! **Waiting time pay will apply after the first 30 minutes of prearranged time described on the trip sheet at all the airports. No charge if the flight is delayed. You will be charged \$25 per 15 minutes interval up to one hour.**

\*For **all charters** other than weddings & proms you need to cancel your reservation not later than **5 hours** prior the pickup time, otherwise a full charge occurs. For all limousines and buses a 50% NON-refundable deposit is required. **For all charters an additional agreement will be signed prior to the date of service!**

\*For all **specialty vehicles charters** other than weddings & proms you need to cancel your reservation not later than **24 hours** prior the pickup time, otherwise a full charge occurs. For all limousines and buses a 50% NON-refundable deposit is required. **For all charters an additional agreement will be signed prior to the date of service!**

\*For all **Sprinter Van or Mini-Bus charters** other than weddings & proms you need to cancel your reservation not later than **48 hours** prior the pickup time, otherwise a full charge occurs. For all limousines and buses a 50% NON-refundable deposit is required. **For all charters an additional agreement will be signed prior to the date of service!**

\*For all **Large Buses charters** other than weddings & proms you need to cancel your reservation not later than **72 hours** prior the pickup time, otherwise a full charge occurs. For all limousines and buses a 50% NON-refundable deposit is required. **For all charters an additional agreement will be signed prior to the date of service!**

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**\*For all Weddings charters you need to cancel your reservation not later than 14 days prior to pickup time, otherwise a charge of 50% occurs.** For all limousines and buses a 50% NON-refundable deposit is required. **For all charters an additional agreement will be signed prior to the date of service!**

**\*For all Prom or Homecomings charters you need to cancel your reservation not later than 14 days prior to pickup time, otherwise a charge of 50% occurs.** For all limousines and buses a 50% NON-refundable deposit is required. **For all Prom or Homecomings charters the parent making the reservation prior to the date of service will sign an additional agreement!**

**\*For all the trips where a specific driver or vehicle was requested, you need to cancel or change your reservation no later than 24 hours prior to pickup time, otherwise a charge occurs.**

## Mileage Rates

For long distance trips and Point-To-Point trips where our Flat Rates don't apply charges per mile apply as follows: **\$2.50 per mile one way or \$2.00 per mile round trip** plus the per hour charter rate while waiting.

## Multiple Stops for One-Way Trips

Stops in the same town: Rate + \$10.00

In-line stops in a different town: Rate + \$20.00

Non In-line stops: Special quote or Charter Rate

## Premium Rate

Additional \$10 charges apply after 10:00 pm until 5:00 am.

Additional \$15 charges apply for the major holidays: Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving Day, Christmas, New Year's Eve and New Year's Day.

## Special/Sports Events

### \*Charter

All Concerts and Sporting Events, except when only pick up or drop off is requested, must be continuous charters. Passengers are not responsible for parking.

### \*Pick up or Drop off Only

These trips will be billed as minimum hours charters. Frequently traveled destinations require custom quotes because of special arrangements for limousines.

## Lost Items

At the end of the trip clients should get all luggage and personal items from the car before they leave. The driver and the company are not responsible for any items left in the car. We will try everything to find the items if possible and give/send back to the clients, but we are **NOT responsible** for anything left in the car after the trip is over.