

RIDES BY JOANNE SERVICE POLICIES, RULES & REGULATIONS

- No alcohol consumed by anyone under the age of 21.
- No alcohol allowed when transporting under aged occupants.
- Absolutely NO SMOKING inside the vehicles. A \$50 charge will be applied per incident. No exceptions.
- A minimum charge of \$250 will be applied for anyone vomiting in the vehicles.
- A Cleaning Fee will be charged for excessive mess of the vehicle (with food, drinks, or gum) and will be charged to the credit card on file.
- (Minimum fee of \$50)
- Any damages to the vehicle or any of its contents, i.e. destruction of the vehicle, seats, carpets, lights, electronic devices, etc. Minimum of \$50.00.
- All unruly persons will be removed from the vehicle at the sole discretion of the driver with no refunds
- Fighting will not be tolerated. Occupants will be removed from vehicle. No refunds.
- No drug use will be acceptable. No refunds.
- Rides by Joanne is not responsible for any lost, damaged, or stolen property. Please remember to take all belongings before leaving the vehicle.
- Overtime will be billed in one-hour increments after the service has gone 15 minutes past scheduled service time, payable in cash or with a pre-approved credit card.
- All sporting events/concert attendees must have valid tickets to ride in the vehicle.
- Parking costs, fees, or tolls encountered during services are additional (unless otherwise noted) and will be the responsibility of the booking party.
- Rides By Joanne will make every attempt to provide the vehicle requested by the customer. In the event the vehicle is not available, customer agrees that a replacement vehicle will be substituted.
- For all transfers, a fee will be charged to the credit card on file for the driver to wait past 15 minutes from the recorded pick-up time. For international flights, this fee will start after 30 minutes of wait time.
- Airport/Commuter Railcar cancellation fee of \$25 will apply when given less than 48-hour notice.
- In the event of an airport closure due to weather or unforeseen events, an amount equal to half of the rate will be charged to credit card on file.