

ROYAL CARRIAGE LIMOUSINE LLC

Cancellation and Service Agreement

Version 2026-08-20 | Effective August 20, 2026

Phone (224) 801-3090 | royalcarriagelimo.com/cancellation-policy/

This agreement is shown at checkout on royalcarriagelimo.com/book-now and in the LimoFlow booking form. Checking the box (or the LimoFlow terms box) is your electronic signature. The version, timestamp, and page URL are stored with your payment.

1. WHAT YOU ARE BUYING

Prepaid in-person chauffeur transportation (ground transport). Not a parcel, not a digital download. No carrier tracking number applies.

2. TIER A SEDANS AND SUVs

Airport transfers, point-to-point, and hourly.

- 3+ days before pickup: free full refund
- 24 hours to 3 days: 50% charge, remainder refunded
- Less than 24 hours or no-show: full fare

3. TIER B STRETCH, SPRINTER, PARTY BUS, TROLLEY, COACH

- 14+ days: free full refund
- 7-14 days: 50% refund
- 3-7 days: 25% refund
- Less than 72 hours or no-show: full fare

4. TIER C WEDDINGS, CORPORATE, MULTI-VEHICLE

30% non-refundable deposit at booking. Signed event contract controls.

- 30+ days: deposit forfeit, balance refunded
- 14-30 days: deposit + 50% of remaining balance
- Less than 14 days or no-show: full event total

5. WEATHER AND FLIGHTS

Severe weather that makes travel unsafe: fees waived. Airline cancellations we verify: fee waiver.

6. HOW TO CANCEL

Call (224) 801-3090, email info@royalcarriagelimo.com, or reply to your confirmation. Do not file a card chargeback for a trip that ran as booked we contest those with the booking record, dispatch log, and

this acceptance.

7. CHARGEBACKS

If the chauffeur was dispatched and the trip was performed under these terms, a "product not received" or "credit not processed" claim is friendly fraud. We submit this agreement, your checkbox timestamp, paid receipt, and dispatch record to the issuer.

The vehicle-specific terms shown at checkout control. Phone (224) 801-3090.