

Terms and Conditions

- A 30% non-refundable deposit is required upon booking
- 15% Service Charge and 5% GST will be added to our fees.
- Balance owing is paid to the Chauffeur upon arrival to the first pick up location.
- If services are cancelled within 48 hours of the service date, the full amount will be billed to the client's credit card.
- Smoking is prohibited in all vehicles. No alcoholic beverages can be consumed or used by any person not of legal drinking age.
- \$ 180.00 will be billed to clients who require clean-up service due to spills and sickness.
- \$ 25.00 replacement fee will be charged for any broken glasses.
- Client is responsible to pay the full replacement value for any damages to the vehicle interior or exterior including but limited to bar, screens, DVD, mirrors, doors, seats or Radio
- Impress Limousine is not responsible for lost or stolen property when left in the vehicles.
- Chauffeurs may terminate services at their discretion if the passengers do not follow the company terms and conditions.
- Passengers must be prepared at scheduled pick up and drop off times in order to avoid extra charges or termination of services.
- Driver Gratuity is not mandatory and is at the clients discretion
- A 407 Charge will be applied to clients whom request the use of the 407 ETR, The admin charge is \$ 50.00 per entry
- Reservations changes may not be available on last minute requests.
- Impress Limousines reserves the right to terminate services due to major weather conditions.

- Sales Orders/ Invoices must be reviewed, signed and faxed back to Impress Limousines within 24 hours from the time of booking
- The credit card holder gives authorization to use the credit card information over the phone/fax/internet in combination with a signed contract. It is agreed that it is not necessary to obtain a signed credit card slip, as the reservation is made over the phone/fax/internet.
- The customer further agrees to pay additional charges incurred such as overtime, tolls, parking etc. Overtime is charged at 15 minute increments. Extra charges apply for extra stops and extra passengers.
- The customer authorizes Impress Limousine to charge any additional charges after they rendered services to the purchaser's credit card as supplemental charge
- All wedding itineraries must be provided 2 weeks prior to date of occasion via fax or email
- Airport Service, waiting charges apply 30 minutes after flight arrival. Additional waiting time is hourly rate of selected vehicle in 15 minutes segments.
- Residence, office or other waiting charges apply 15 minutes after established pick up time. Additional waiting time is hourly rate of selected vehicle in 15 minutes segments.
- If the Customer was not satisfied with any of our services. Customer should file a complaint in writing within 72hours hours after the completion of the provided Services. If Impress Limousine does not receive the customer written complaint within the above timeframe, Customer agrees that he has no valid complaint and that he was fully satisfied with our provided services.
- In case of non payment or any charges including but not limited to damages occurred to the car/contents and overtime charges. Customer agrees and authorized Impress Limousine Inc. to process all non payment and other charges to the customer credit card on file.