

If You Can't Locate Your Chauffeur at the meeting point, please Do Not Leave - You Will Be Charged as NO-SHOW, Please Call Us Immediately at +1 954-812-6257 so we could assist you in locating the chauffeur.

Terms & Condition

The following Terms & Conditions apply unless otherwise agreed to in advance and in writing. Total charges incurred are billed to the client's credit card unless invoice arrangements have been made and approved in advance or there is an existing corporate billing account.

Cancellations & Changes

Burnett Solutions understands that cancellations are sometimes necessary and unavoidable. Unless otherwise agreed to or provided in writing, the following applies:

For local service in the Miami and Fort Lauderdale metropolitan area, we generally accept cancellations on sedan & SUV airport transfers without a charge eight (8) hours before the scheduled pick-up time.

Limo Sprinters, Party Buses, Executive Vans, Minibuses - Cancellation policy 7 days before the trip (Non-refundable if canceled less than 7 days before the trip = 168-hours before the trip).

Motor coaches require no less than 2 weeks' cancellation notice and up to 30 days' notice.

International cancellations require a minimum 72-hour notice or as noted in your confirmation.

Cancellation notices may vary due to local conditions (i.e. weather), event, vehicle type, and market area.

Time changes made with less than the required notice above will still result in additional and possibly full charges. Example: At 9:30 am a requested change in pick-up time from 10:30 am to 1:00 pm will result in a full charge for the 10:30 am trip and a new charge for the 1:00 pm trip.

Airport Transfers, Waiting Time and Extra Stops

Burnett Solutions provides a Flat Rate airport transfers.

The commercial airport transfer rate is based upon a pickup and drop-off without any associated delay or waiting time.

Our **standard complimentary wait time** for departures is 15 minutes, domestic air/train arrivals 30 minutes, and international arrivals 60 minutes.

After the complimentary wait time, the waiting time will be charged in 15-minute increments at the vehicles prevailing hourly rate.

Additional charges may be incurred for deviations from the requested service, such as **extra stops** and waiting time.

Point-to-Point Transfers

Burnett Solutions may provide point-to-point transfer rates for local pickups and drop-offs within the immediate Miami and Fort Lauderdale service area. Wait time beyond the fifteen (15) minute "grace" period as well as for extra stops or indirect routing are charged additional, or charges may revert to the prevailing hourly rate. Transfer rates are a function of time, distance, and zone locations.

Hourly Service

Burnett Solutions provides an hourly rate for all other services based on a two (2) hour or more minimum charge. Hourly or "As Directed" services allow for multiple stops and wait times as directed by the client. The vehicle will stay with the client or at their stop locations (as parking availability allows) for the entire rental time. All hourly rates are subject to an hourly minimum and are billable from the time the vehicle leaves the garage until it returns.

No Shows

If you do not see your chauffeur, PLEASE CALL +1-954-812-6257, AND A DISPATCHER WILL ASSIST YOU to avoid the full-charge "no-show" fee. We generally include all admin/licensing and/or STC fees and recommended 20% chauffeur gratuity in the minimum no-show fee for your convenience, however, the gratuity amount is always 100% at your discretion. You may increase, decrease or have the tip removed entirely. Please advise on the gratuity you wish to pay if any.

For Point-to-Point & Airport Service, a fee equal to the base fare, wait time, admin/licensing/STC, and recommended chauffeur gratuity (gratuity amount at your discretion), will be charged when the client does not show at the pre-arranged pick-up location.

For Hourly Service, a fee equal to 2 hours of service, admin/licensing/STC and recommended gratuity (gratuity amount at your discretion) will be charged when the client does not show at the pre-arranged pick-up location.

Again, to avoid no-show charges, please call our office locally at +954-812-6257.

The dispatcher will immediately direct your chauffeur to you.

E-Mail Communication

Generally, we accept new reservations, changes, and cancellations by e-mail reservations@burnettsol.com with adequate notice. Although we do operate 24/7/365, it is recommended that you verbally confirm any request sent after normal business hours and on major holidays. If your needs require attention in less than eight hours, please call our office at +1-954-812-6257. Many clients may be dealing directly with one of our staff members and e-mailing them individually. Staff members only have access to their e-mail during their regular office schedule. Although during normal weekday business hours, we can reasonably monitor "out of office" staff e-mail, we are not able to monitor everyone's e-mail around the clock. So for shorter notice requests, always send those requests to reservations@burnettsol.com, not individual e-mail addresses. If that individual staff member is not in the office, your request may not be handled promptly. We cannot guarantee cancellations, changes, or new reservations unless sent to reservations@burnettsol.com with adequate notice. You should always get an e-mail confirmation of a new reservation, any changed reservation or canceled reservation. If you do not receive a such e-mail confirmation, please contact us right away.

Chauffeur Tip Policy

It is customary to pay a tip to the chauffeur for services rendered. As a convenience to our clients, a recommended 20% tip that is paid 100% to the chauffeur may be added to your charges, unless your corporate agreement states differently. Chauffeur tip is always completely at your discretion and subject to your satisfaction with the chauffeur's service. You may increase, decrease or eliminate the tip. Please let us know if you choose to pay the tip differently. If you are approving an additional tip being added to the bill, please confirm via signature and/or promptly via e-mail to reservations@burnettsol.com referencing your reservation number, or just give us a call to adjust billing. Chauffeurs understand that all tips must be earned by providing outstanding service to our clients and their guests and that the actual amount received is always up to the client.

Arrival Time

Burnett Solutions and its chauffeurs always prepare in advance to avoid unnecessary delays in arrival time. However, road, traffic, and weather conditions are often beyond the reasonable control of the company and the chauffeur. No refunds can be given as a result of late arrivals due to such conditions or other occurrences out of the reasonable control of the company or chauffeur.

Baggage and Other Property Transported

Burnett Solutions can not assume responsibility for the handling or maintenance of any baggage or other property, nor any property left in the company's vehicles. We will do everything possible to secure and retrieve any belongings left in the vehicle. Please always check thoroughly before leaving the vehicle for all your personal belongings. Please make sure in booking the right type of vehicle based on the number of bags as we will not allow any cargo on the seats of the vehicles.

Passenger Conduct

Burnett Solutions reserves the right to refuse to transport persons under the influence of or in possession of illegal drugs, as well as those excessively intoxicated. No possession of firearms or dangerous substances of any kind, that are, or are likely to become objectionable to other persons or if the chauffeur feels threatened in any way. The sale or consumption of any type of narcotics or illegal drugs is not permitted. Violations will result in immediate termination of contract and services and forfeiture of all paid deposits and fees for service. The client and renter are responsible for his/her guests, and any damage to the interior and types of equipment of the vehicle. This is including but is not limited to: gum, wine and alcohol spillage, vomiting, breakage of drink glasses, breakage of decanters, breakage of lights, television, DVD player, radio, and CD player. Repair and replacements of items shall have a minimum charge of at least \$100. If anyone gets sick in the car there is a \$500 clean-up charge. All passengers agree to behave in an orderly and well-behaved manner. Burnett Solutions reserves the right to expel any person from the vehicle and/or terminate this contract in the event of a violation of any of these conditions by any passenger. In the event of such early termination, no portion of the rental fees shall be refunded. Under no circumstances are minors allowed to consume or possess alcohol or illegal substances while in a company vehicle. The client shall not interfere with the chauffeur in the discharge of his/her duty or tamper with any apparatus or appliance on the vehicle. In such instances, services will be terminated immediately and no refunds will be offered.

Excess Cleaning & Damage

If, during or after the transportation service, the company is required to expend an extended amount of time and material to clean the vehicle due to acts of the client or any passenger (i.e., spilling food & drinks, vomiting, prohibited smoking, excessive trash), the company, at its discretion, will charge client additional fees to cover such expense. Damage to the vehicle in any way caused by actions of the client or any passenger will be charged in full to the client. The minimum clean-up fee is \$500.

Smoking Strictly Prohibited

Smoking in all vehicles is strictly prohibited. Smoking in the vehicle by the client or any passenger will result in an automatic minimum \$500 charge. Damage caused by smoking activity will also be charged to the client.

ADDITIONAL CHARGES

Wait Time (Airport & Point-to-Point Transfers)

For airport and train arrivals (domestic air/train), Burnett Solutions offers a 45-minute grace period from the updated arrival time. After the complimentary wait time, the waiting time will be charged in 15-minute increments at the vehicles prevailing hourly rate.

For all other transfers, a 15-minute grace period will be granted, after the complimentary wait time, the waiting time will be charged in 15-minute increments at the vehicles prevailing hourly rate.

Wait time past 30 minutes will revert the trip to hourly minimum pricing.

Stops (Airport & Point-to-Point Transfers)

Additional charges may be incurred for (1) deviations from the requested service, such as extra terminal stops, extra stops en route, waiting time, holiday and late night surcharges, etc. (2) services in areas outside our corporate-owned locations. Vehicles in International Markets may incur a mileage charge, in addition to the hourly rate. These charges are subject to the time used and distance traveled. If you have any questions regarding these or any other charges, please call a Burnett Solutions Representative.

Admin/Licensing Fee – Surface Transportation Charge

A 10% Administrative Fee for miscellaneous licensing, insurance, and administrative expense calculated on the base fare, stop charges and wait time, will be added to your bill.

Other Charges

Other charges include reimbursement for tolls, parking and airport, licensing and event fees, WiFi, and client-requested incidentals and amenities.

Meet & Greet Services

SEDANS and SUVs

FOR ALL DOMESTIC ARRIVALS YOUR CHAUFFEUR WILL BE MET AT THE BOTTOM OF ESCALATORS BY BAGGAGE CLAIM, FOR INTERNATIONAL ARRIVALS YOUR CHAUFFEUR WILL BE MET OUTSIDE CUSTOMS. Unless a curbside pickup has been requested.

SPRINTER VANS, STRETCH LIMOS, AND ALL BUSES

CURBSIDE PICKUP ONLY PLEASE CALL YOUR CHAUFFEUR OR OUR +1-954-812-6257 TO MEET AT THE CURB OUTSIDE BAGGAGE CLAIM

On request, meet & greet services will be charged at \$45 per hour with a 2-hour minimum. The charge for an individual airport meet & greet at MIA is a \$90 minimum. Meet & Greet services in other cities will vary by location.

Holiday & Off-Hour Surcharge

(charges vary in markets outside of Miami and Fort Lauderdale)

A \$30 surcharge may be added to the base fare on transfers. For the following holidays and during the hours of 11:59 pm and – 4:59 am New Year's Day, Thanksgiving Day, and Christmas Day.

Premium hourly rates may also apply on these holidays and during these off-hours times, as well as during other premium events and dates

Staff Accommodations

On occasions that require overnight travel for chauffeurs, onsite coordinators, or other client-dedicated staff, lodging and meals should be arranged and provided for by the client. A per diem may be applied in addition to lodging expenses.

Rates, charges, and terms are subject to change without notice.