



Terms and Conditions

Last Updated Jan 30, 2008

Agreement

Terms and Conditions Relating to Harrison Global Services

Billing

- i. Service charges are billed to the customer's credit card unless the client has established a corporate account. Harrison accepts most major credit cards.
- ii. A 20% gratuity will be added to every service bill. Any additional gratuity paid to the chauffeur is at the customer's discretion and will be in addition to the standard 20% gratuity.
- iii. All out-of-pocket charges (such as two-way tolls, parking fees, and airport fees) will be added to the bill.
- iv. All rates are subject to change without notice.
- v. All rates are calculated in the local currency and billed in US dollars at the prevailing exchange rate.
- vi. You may call the Harrison Global customer service center at 1.781.577.6420 to request a rate quote.

Hourly Rates

- i. Dedicated Hourly Service: Rides will be billed at a pre-determined hourly rate depending on the city of service. All dedicated hourly service will be billed at a 2 hour minimum, billed from the time the chauffeur leaves the local operation's facility until the time he returns. Hourly minimums may vary for any vehicle in certain markets.
- ii. Fractions of an hour are rounded to the next half-hour.
- iii. All rates are subject to change without notice.

Airport Transfers

- i. Commercial airline arrivals receive a thirty (30) minute waiting grace period.
- ii. Waiting time at pickup locations and at stops en route in excess of fifteen (15) minutes will result in hourly billing.



- iii. Stops off route or in excess of fifteen (15) minutes revert to hourly billing.
- iv. Harrison Global monitors all commercial flights and billing begins at the adjusted time of arrival, unless a chauffeur is onsite prior to the flight schedule update or change.
- v. Train and Ocean Liner schedules will not be monitored, and billing begins at the scheduled pick-up time.

Cancellations, Modifications, and No Shows

- i. Cancellations and modifications made less than two hours before the scheduled pick-up time will result in a full charge equal to the cost of the trip.
- ii. Cancellations and modifications made in regards to bus related reservations less than twenty four (24) hours before the scheduled pick-up time will result in a full charge equal to the cost of the trip. For airport transfers, please include the cost of tolls.
- iii. International reservations require twenty four (24) hours advance notice for changes and modifications. Modifications and cancellations made less than twenty four (24) hours in advance of the scheduled pickup time will result in a full charge equal to the cost of the trip.
- iv. A no show fee equal to the full cost of the trip plus any applicable wait time fees will be charged when the passenger fails to utilize a chauffeur waiting at a designated pickup location. If a customer cannot locate his or her vehicle, the customer must call 1.781.577.6420 to avoid a no show fee.

Other

- i. Rides may only be requested online if the pickup time is no less than 6 hours from the time the request is received by Harrison Global. An online request number does not guarantee a confirmed reservation. An online request may be confirmed as a reservation or denied due to availability or invalid data entered by the customer, including, but not limited to, invalid credit card numbers, incomplete pickup information, and unserviceable requests. It is the customer's responsibility to verify that his or her request has been confirmed or denied. Once a request has been confirmed, all of these Terms and Conditions apply.
- ii. Harrison Global requests credit card information from its online customers. No charge will be made to any credit card entered until a request is confirmed and completed or "cancelled billable".
- iii. Harrison Global may charge a 9% fuel surcharge at times depending on the average national price of a gallon of gasoline across all grades.
- iv. Smoking is not allowed in any Harrison Global vehicle.



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Oren Shahar

info@harrisontrans.com

or

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Waltham, MA 02452

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