

TERMS AND CONDITIONS TTF VIP RIDE AND GARFLO MX LLC

(Leading private car and limousine service companies based in The Woodlands, Texas).

This Terms and Conditions Agreement (“Agreement”) governs the relationship between you (“Client”) and TTF VIP Ride and Garflo MX LLC (hereinafter, “the Companies”) for the provision of private transportation services to/from airports, point-to-point rides, limousine services, and any other services the Companies may offer. By making a reservation with the Companies (whether online or through our office staff), you agree to be bound by the terms and conditions set forth below.

1. Modification of the Agreement

The Companies reserve the right to modify this Agreement at any time. The revised version will be published on the official website and sent with future reservation confirmations, automatically replacing the previous version.

Your continued use of our services after publication of the revised version constitutes your acceptance of the updated terms.

Previously signed contracts are exempt from new revisions (“grandfathered”), while new contracts are subject to the most recent version of this Agreement.

2. Additional Policies

This Agreement incorporates by reference the additional policies and documents posted on the official TTF VIP Ride and Garflo MX LLC website:

www.ttfvipride.com

3. Compliance with Laws and Regulations

Legal Drinking Age

In accordance with U.S. federal and state laws, no alcoholic beverages may be consumed by persons under 21 years of age.

Illegal Substances and Contraband

- No person may bring illegal substances or contraband into the Companies’ vehicles.
- The chauffeur may inspect luggage or personal belongings if there is reason to suspect the presence of illegal substances.

- If illegal substances are found, the Companies may immediately terminate the service without refund.

Minors

The Companies will never abandon a minor. If a situation arises that requires ending the service, the vehicle will wait until a parent, guardian, or responsible adult arrives to take custody of the minor.

Prohibition on Unpaved Roads

The chauffeur will not drive on dirt, gravel, or any other unpaved roads. If the pickup or drop-off location lacks paved access, the Client is responsible for arriving at or departing from a location accessible to the vehicle.

Alcohol Consumption Onboard

Consumption of alcohol in the Companies' vehicles is prohibited unless there is prior written authorization from the management of TTF VIP Ride and/or Garflo MX LLC.

- Each request will be evaluated on a case-by-case basis.
- Under no circumstances may any person under the age of 21 consume alcohol.

4. Liability

Passenger Conduct

The Client is responsible for the behavior of all passengers.

The Companies are not liable for injuries resulting from roughhousing or improper conduct inside the vehicle, whether in motion or parked.

Lost or Forgotten Items

The Companies are not responsible for any personal belongings left in the vehicles before, during, or after the service.

Termination of Service for Non-Compliance

Should the Client or passengers violate any of the policies in this Agreement, the Companies may terminate the service without refund, having fulfilled their contractual obligations.

Damage and Related Charges

The Client agrees to be fully liable for any charges arising from damages to the vehicle, whether caused directly or indirectly by the Client or their guests.

Below is a list of minimum charges for specific damages or situations:

- USD 500.00 for a damaged seat
- USD 200.00 for damaged carpet
- USD 500.00 for a damaged mirror
- USD 150.00 for extensive cleanup (large spills, etc.)
- USD 50.00 for gum removal from carpet
- USD 250.00 for shampooing and disinfecting (vomit in the interior)
- USD 150.00 for detailing and waxing (vomit on the exterior)
- USD 500.00 for each burn hole, rip, or tear in upholstery
- USD 250.00 for each act of vandalism
- USD 250.00 for smoking inside the vehicle (service is terminated after the second incident)
- USD 1,000.00 minimum if a vehicle door hits another vehicle or a stationary object

If the Client incites third parties (e.g., pedestrians) to damage the vehicle, the Client is also responsible for those damages.

Damage requiring the vehicle to be taken out of service, as well as the resulting loss of revenue, may be charged to the credit card on file. If the card's limit is insufficient, the Companies reserve the right to pursue legal action in the appropriate jurisdiction.

Damage to Flat Screens

Any damage to flat screens will incur a minimum charge of USD 400.00, billed to the Client's card on file.

5. Service Guarantee

The Companies do not guarantee the availability of overtime for hourly bookings; Clients are advised to plan for possible delays.

If the Client wishes to change the schedule, it will only be allowed if it does not interfere with other reservations.

The Client authorizes the Companies to charge additional fees (overtime, tolls, parking, etc.) to the card or account on file.

Vehicle Substitution

The Companies commit to sending the requested vehicle; however, in case of emergency, breakdown, or accident, an equivalent or higher-category vehicle ("upgrade") may be dispatched at no extra cost.

Such substitution does not affect the price or the terms of the Agreement.

The Client accepts that external conditions (weather, accidents, traffic, etc.) may

cause delays or changes, and the Companies will make reasonable efforts to notify the Client.

6. Disputing Charges / Terminated Rides

Should the Client dispute a charge with their credit card company, a USD 25.00 fee will be imposed for each disputed charge.

- If the Companies are found to have been in error, this fee will not apply.
- If the Companies prove the charge was legitimate, the Client must pay the USD 25.00 dispute fee.

By contracting TTF VIP Ride and Garflo MX LLC services, the Client waives the right to dispute charges if the ride is terminated due to prohibited actions or behaviors specified in this Agreement.

DEPOSITS, CANCELLATIONS, AND SERVICE FEES

7. Gratuities

Driver gratuity is not included in the rates.

The Client may tip the driver directly or request that gratuity be added in advance.

8. Rates and Service Fees

Base Rates

Rates are based on zip code groupings for different zones.

They may be adjusted in accordance with increases in the cost of living or market conditions.

Service Charge

An additional 18% will be applied at checkout to cover administrative costs, tolls, parking, permits, etc.

Fuel Surcharge

A fuel surcharge ranging from 3% to 25% may be applied depending on prevailing fuel prices.

9. Hourly Bookings

- Billed according to reserved hours plus any overages, rounded up to the next full hour.
- 2-hour minimum for sedans, SUVs, vans, and limousines.
- **Service Area:** Hourly service is only available within the city and its surrounding urban area. Additional charges and prior approval may be required for travel outside this area.

- Time is charged “Garage-to-Garage,” as determined by Google Maps travel time, and may appear as a “zone rate adjustment.”

Child Safety Seats

- Each safety seat provided by the Companies carries a USD 15.00 fee.
- The Client is responsible for properly installing and securing the seat.

Pet Travel

- There is a USD 15.00 fee per pet.
- Pets must ride in appropriate carriers and may not roam freely in the vehicle.

10. Peak-Hour Reservations

An extra percentage fee will be applied to reservations scheduled between **6:00 pm** and **6:00 am**. This additional percentage will be disclosed at the time of booking and may vary according to demand and vehicle availability.

11. Holiday Travel

No changes or additional charges beyond those established in other sections of this Agreement will be applied on major holidays.

12. Cruise Port Access

All charges arising from cruise port access shall be paid by the passenger.

13. Complimentary Wait Policy

- Residential, hotel, or office pickups: 15 minutes
- Domestic flights: 30 minutes from gate arrival
- International flights: 60 minutes from gate arrival
- Cruise arrivals: 60 minutes from scheduled pickup time

Additional Waiting Time (not applicable to hourly bookings)

In applicable cases, a fee of **USD 5.00** may be charged for every **5 minutes** of additional wait time.

14. Additional Stops (not applicable to hourly bookings)

- Each extra stop is a minimum of USD 15.00 (subject to distance).
- Additional stops to drop off passengers at different airport terminals: USD 15.00 per terminal.
- Additional stops to pick up passengers at different airport terminals: USD 30.00 per terminal.

15. Deposit Policy

- Deposits are based on the hourly rate (2-hour minimum).
- A deposit is required for each vehicle in multiple-vehicle bookings.
- Deposits are charged at the time of booking.

16. Cancellation Policy and “No Show”

No-Fee Cancellation up to 3 Hours Before Service

The Client may cancel at no charge if canceled at least 3 hours prior to the scheduled service time.

Cancellations Within 3 Hours of Service

If the Client cancels less than 3 hours before the scheduled service time, 100% of the reservation total will be charged.

No Access or “No Show”

If the chauffeur cannot access the pickup location due to a missing key, code, or other restrictions, or if the Client does not show up (“no show”), it will be considered a late cancellation and 100% of the reservation total will be charged.

17. Refund Policy

Any authorized refund will be processed **to the same original payment method** used at the time of booking.

18. Data Use and Promotions

Data Collection and Processing

The Client expressly authorizes TTF VIP Ride and Garflo MX LLC to collect, store, and process personal data in accordance with U.S. federal and Texas state laws, for the purpose of providing the contracted service and sending commercial or promotional communications.

Promotional Purposes

The Companies may use Client data to send offers and promotions for their own products or services, as well as those of third parties acting on behalf of TTF VIP Ride and/or Garflo MX LLC. Such communications may be sent via email, SMS, phone calls, or other available channels.

User Rights

The Client may at any time request access, rectification, deletion, or objection regarding their personal data by contacting the Companies through the channels provided.

The Client may opt out of receiving promotional communications at any time, in accordance with applicable laws.

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