

Terms & Conditions

Gratuities: The payment of gratuity is completely discretionary and may be increased, decreased or eliminated entirely. Airport: For Domestic Flights: Passengers will be met at the baggage carousel by their chauffeur unless otherwise specified by the booker. For International Flights: Passengers will be met outside of customs by their chauffeur unless otherwise specified by the booker. In the event that the Passenger does not see their chauffeur, please call 305-527-9558 and we will assist immediately to coordinate the pickup. For International Flights \$30.00 will be added. For Fisher Island trips: \$20.00 ferry fee will be added. Seaport Pick-Ups: Once passengers have exited the cruise ship they must call 305-527-9558 with their location, their chauffeur will be directed to their location. Fixed Base Operation (FBO): Passengers will be met on the tarmac by their chauffeur unless prohibited by the FBO. If prohibited, passengers will be met in the lobby. Wait time: Wait time maybe incurred if no passenger contact is made within the standard grace period. The booker will be notified. Built in grace periods are included in the rate provided and are as follows: Airport International Arrivals: 40 minutes; Airport Domestic Arrivals: 20 minutes; Seaports: 40 minutes; FBO: 20 minutes; Hotel; Landmarks; Home; Business; & Other Addresses: 10 minutes; Additional Stops on Point to Point Services or transfers: Any stops on trip route will incur the following additional charge: \$25 for a sedan, \$30 for an SUV. The stop fee is based on up to 20 minutes of stop time. Any stops in 5 mile radius from the planned trip route will incur the following additional charge: \$45 for a sedan, \$55 for an SUV. The stop fee is based on up to 20 minutes of stop time. Any stops beyond a 5 mile radius from the planned trip route will be charged as hourly transfers. Garage to Garage Transfers: All local transfers that either begin or end North of Fort Lauderdale airport area will be billed hourly; the hourly rate will be doubled the travel time (i.e. if the travel time is 3 hours, then 6 hours will be billed.) Holiday Rates and special events: Rates will be 50% higher for New Year's Eve & Day, Christmas Eve & Day, and Thanksgiving Day. Rates will be 50% higher for special events. No Show Policy: All vehicles will be billed for the full amount, plus tolls, parking & all other miscellaneous fees (i.e. extra services). Hourly Reservations: Hourly vehicle minimums are listed as the following: Sedans & SUV's: (3) hour minimum; if the ride exceeds the minimum, additional charges will be charged in increments of (30 minutes). Cancellation Policy with no charges incurred: When the booker fails to cancel their reservation within the allotted time, then the following will occur. The reservation will be billed for the full amount, plus tolls, parking & all other miscellaneous fees (i.e. extra services). This includes all vehicle types. Cancellation Vehicle Time frames: Sedans, SUV's (6) hours prior to the scheduled pickup time. Conduct of Passengers: No alcohol consumed by anyone under the age of 21 is permitted in the vehicle; smoking and drug use is prohibited; alcohol consumption in the following vehicle types is prohibited: Sedan and SUV; violation will result in immediate termination of the trip with no refunds and applicable fees added. Credit / Debit Card Policy: Miami Chauffeurs reserves the right, in its sole discretion, to seek a Credit /Debit Card authorization hold in excess of the estimated charges. During this time THESE FUNDS MAY NOT BE AVAILABLE FOR USE. A different payment type can be use upon ride completion. If a different payment type is used, the credit or debit card reserving the reservation will be reversed. NOTE: The card holder's bank may take time to post it back to the account. The prices above are estimates only and do not include parking, tolls, STC, fuel charge, service charge, account charge, airport fee, port fee or any other charge or expenses incurred during the trip. Final charges for the trip are determined upon ride completion. Other Charges: The passenger or booker will be notified immediately if the following fees are incurred: Vehicle Clean Up Fee: All vehicles requiring excessive cleaning will incur the following charges: \$250 for Sedan and SUV; all other vehicles will be \$250 or more depending on the severity. Damage Fee: If the passenger damage the vehicle, the passenger or booker will be responsible for all cost to repair the vehicle. Final charges for the trip are determined upon ride completion. Pricing Disclaimer: We reserve the right to change our prices without further notice at any time and withdraw offers without prior notice. Personal Property: Miami Chauffeurs DBA MC-Express is not responsible for any damage(s) to personal items left in the vehicle. In the event that lost items are found, Miami Chauffeurs DBA MC-Express will attempt to return the item(s) in a timely manner at the owner's expense. Child seats and boosters can be provided upon booker's request and will incur a charge of \$30. Child Seat Disclaimer: Miami Chauffeurs DBA MC-Express assumes no responsibility for any injury, or damages suffered by the user. As such, this device must be installed by the user only. Chauffeurs are neither authorized nor certified to install this device. For information on how to properly install this device, please refer to the instruction manual.