



GENERAL TERMS & CONDITIONS

Effective Date: August 10, 2026 | Last Updated: August 10, 2026

These General Terms & Conditions (“Terms”) apply to chauffeured transportation services provided by Premium Transfer Services, Inc. (“Premium Transfer Services,” “Company,” “we,” “us,” or “our”). By confirming a reservation or using our transportation services, the client acknowledges and agrees to these Terms.

1. Reservations & Confirmation

Reservations may be requested through our website, by phone, text message, WhatsApp, email, or another communication method accepted by Premium Transfer Services.

Submitting a reservation request does not guarantee vehicle or chauffeur availability. A reservation is considered confirmed once Premium Transfer Services accepts the request and provides confirmation to the client.

Clients are responsible for providing accurate reservation information, including pickup and drop-off locations, date, time, passenger information, contact information, flight information when applicable, and any other details necessary to perform the requested service.

Changes to a confirmed reservation are subject to availability and may affect the price.

2. Pricing, Payment & Gratuity

Pricing is based on the requested service, vehicle class, travel distance, service duration, itinerary, and other applicable factors.

Unless otherwise stated, the price confirmed by Premium Transfer Services represents the agreed price for the transportation described in the reservation.

Quoted rates are all-inclusive before chauffeur gratuity, unless otherwise stated. Gratuity is not included in the quoted price and is at the client’s discretion.

Clients may provide gratuity directly to the chauffeur or, when available, add gratuity to an electronic or credit card payment. Any gratuity collected by Premium Transfer Services on behalf of a chauffeur will be paid to the chauffeur.

Additional services, stops, waiting time, extended service time, significant itinerary changes, or other services not included in the original reservation may result in additional charges.

Payment may be required before or after service depending on the reservation. Premium Transfer Services may require advance payment or a deposit for certain reservations, including special events, long-distance transportation, specialty or luxury vehicles, or services requiring special arrangements.

Accepted payment methods may include credit or debit card, Zelle, bank transfer, or other payment methods approved by Premium Transfer Services.

3. Cancellation & Changes

Standard point-to-point, airport, and hourly reservations may be cancelled without charge at least 24 hours before the scheduled pickup time.

Cancellations made less than 24 hours before the scheduled pickup time may be charged up to the full reservation amount.

Reservations for special events, long-distance transportation, specialty or luxury vehicles, and other services requiring special arrangements may be subject to different cancellation terms. Any applicable cancellation requirements will be communicated to the client before the reservation is confirmed.

Changes to a confirmed reservation, including changes to pickup time, location, itinerary, passenger requirements, or vehicle requirements, are subject to availability and may result in an adjusted price.

Premium Transfer Services will make reasonable efforts to accommodate requested changes whenever possible.

4. Standard Pickup Waiting Time

For standard non-airport pickups, 15 minutes of complimentary waiting time is included beginning at the scheduled pickup time.

After the complimentary 15-minute period, additional waiting time may be charged based on the applicable hourly rate for the reserved vehicle. Waiting time will be calculated proportionally according to the actual additional waiting time. For example, if the applicable vehicle rate is \$150 per hour, additional waiting time would be calculated at the equivalent rate of \$2.50 per minute.

Extended waiting is subject to chauffeur and vehicle availability. When the chauffeur's schedule allows, the chauffeur may continue waiting and applicable waiting-time charges may continue to accrue.

If the chauffeur cannot continue waiting because of another scheduled reservation or operational requirement, Premium Transfer Services will notify the client as soon as reasonably possible. Extended waiting beyond the complimentary period cannot be guaranteed.

5. Airport Transportation & Waiting Time

When accurate flight information is provided, Premium Transfer Services will make reasonable efforts to monitor the arriving flight and coordinate the chauffeur's arrival accordingly.

For airport pickups, 60 minutes of complimentary waiting time is included beginning from the flight's actual landing time.

The complimentary waiting period begins when the aircraft lands, rather than when it reaches the gate. This provides a consistent waiting-time standard regardless of taxiing, gate availability, baggage delivery, or other airport-related delays.

After the complimentary 60-minute period, additional waiting time may be charged based on the applicable hourly rate for the reserved vehicle and calculated proportionally according to the actual additional waiting time. For example, if the applicable vehicle rate is \$150 per hour, additional airport waiting time would be calculated at the equivalent rate of \$2.50 per minute.

Extended airport waiting is subject to chauffeur and vehicle availability. When the chauffeur's schedule permits, the chauffeur may continue waiting and applicable waiting-time charges may continue to accrue. If the chauffeur cannot continue waiting because of another scheduled reservation or operational requirement, Premium Transfer Services will notify the client as soon as reasonably possible.

Clients are responsible for providing the correct arriving flight number and should notify Premium Transfer Services as soon as reasonably possible of missed connections, flight changes, cancellations, or other significant itinerary changes.

Meet-and-greet service, parking, airport fees, or other additional airport services may be charged separately when applicable.

6. No-Shows

For standard non-airport pickups, a reservation may be considered a no-show after the included 15-minute waiting period if the passenger cannot be located or contacted and extended waiting is not available or has not been arranged.

For airport pickups, a reservation may be considered a no-show after the included 60-minute waiting period from the flight's actual landing time if the passenger cannot be located or contacted and extended waiting has not been arranged.

Premium Transfer Services will make reasonable efforts to contact the passenger using the contact information provided with the reservation before classifying the reservation as a no-show.

A no-show may be charged up to the full reservation amount, together with applicable waiting time, parking, or other expenses already incurred in connection with the reservation.

7. Hourly Service

Hourly reservations begin at the confirmed scheduled start time and continue for the reserved service period.

The vehicle and chauffeur remain available to the client during the reserved period, subject to the agreed itinerary, applicable laws, and reasonable service limitations.

Additional service time requested beyond the reserved period is subject to chauffeur and vehicle availability and will be charged according to the applicable hourly rate.

Additional time may be prorated based on the actual additional service time or billed in increments established for the particular reservation.

Clients should notify Premium Transfer Services as early as possible if they anticipate requiring additional service time.

8. Additional Stops & Itinerary Changes

Stops included in the confirmed reservation are considered part of the agreed itinerary.

Additional or unscheduled stops are subject to chauffeur availability, routing, timing, and scheduling considerations.

Additional stops, significant route changes, or extensions of service may result in additional charges based on the additional time, distance, or service required.

Premium Transfer Services reserves the right to decline an unscheduled stop or itinerary change when it would interfere with another confirmed reservation, create an unreasonable delay, or otherwise prevent the chauffeur from completing the scheduled service.

9. Vehicles & Substitutions

Premium Transfer Services will make reasonable efforts to provide the vehicle or vehicle class confirmed for the reservation.

Due to mechanical issues, scheduling circumstances, safety considerations, availability, or other unforeseen circumstances, Premium Transfer Services may substitute a comparable or higher-class vehicle when reasonably necessary.

When possible, a comparable or higher-class substitution will be provided without additional charge to the client.

Specific specialty and luxury vehicles may be subject to separate agreements and additional reservation requirements.

10. Chauffeurs & Affiliate Transportation

Premium Transfer Services may use trusted independent chauffeurs, transportation partners, or qualified affiliate transportation companies to fulfill reservations when appropriate.

This allows Premium Transfer Services to accommodate client transportation needs when another qualified chauffeur or vehicle is better positioned to perform the requested service.

The use of a chauffeur partner or affiliate does not change the client's confirmed reservation or agreed price unless otherwise communicated.

11. Passenger Responsibilities

Passengers are expected to treat chauffeurs and vehicles respectfully and to comply with applicable laws and reasonable safety instructions.

Smoking and vaping are prohibited inside all vehicles.

The number of passengers and amount of luggage must not exceed the safe or legal capacity of the reserved vehicle.

Clients are responsible for providing accurate passenger and luggage information when vehicle capacity may be relevant to the reservation.

Premium Transfer Services reserves the right to refuse or terminate service when passenger behavior creates an unsafe condition, violates applicable law, threatens or abuses the chauffeur, causes or threatens damage to the vehicle, or materially interferes with the safe operation of the service.

12. Vehicle Damage & Excessive Cleaning

The client may be responsible for damage to the vehicle or excessive cleaning required as a result of the actions of the client or any member of the client's party.

This may include, but is not limited to, damage to seats, upholstery, interior or exterior components, spills, stains, burns, bodily fluids, or other conditions requiring professional cleaning or repair.

Charges will be based on the nature and extent of the damage, reasonable cleaning or repair costs, and, when applicable, loss of vehicle use resulting from the damage.

Specialty and luxury vehicles may be subject to separate damage and security-deposit requirements established in an additional service agreement.

13. Personal Belongings

Passengers are responsible for their personal belongings.

Premium Transfer Services is not responsible for items lost, forgotten, stolen, or damaged during transportation, except to the extent responsibility cannot be excluded under applicable law.

If an item is found in a vehicle, Premium Transfer Services will make reasonable efforts to identify and return it to its owner.

Any reasonable shipping, delivery, courier, or transportation expenses associated with returning a lost item may be the responsibility of the client.

14. Delays & Circumstances Beyond Our Control

Premium Transfer Services will make reasonable efforts to provide safe and timely transportation.

However, traffic, road closures, accidents, severe weather, construction, flight disruptions, law-enforcement activity, mechanical problems, or other circumstances outside the Company's reasonable control may result in delays or service interruptions.

Premium Transfer Services is not responsible for consequential losses resulting from circumstances beyond its reasonable control, including missed flights, appointments, reservations, connections, or events, except where liability cannot legally be excluded.

If a vehicle becomes unavailable because of a mechanical issue or another unexpected circumstance, Premium Transfer Services will make reasonable efforts to provide alternative transportation when practicable.

15. Service Refusal or Termination

Premium Transfer Services reserves the right to refuse or terminate transportation when reasonably necessary for passenger or chauffeur safety, legal compliance, protection of the vehicle, or serious passenger misconduct.

Service may also be refused or modified when the number of passengers, amount of luggage, or other conditions exceed the safe or legal capacity of the reserved vehicle.

When service is terminated because of serious passenger misconduct, illegal activity, or intentional violation of these Terms, a refund may not be provided.

16. Specialty & Luxury Vehicles

Certain specialty or luxury vehicles, including Rolls-Royce and similar premium vehicles, may require a separate service agreement.

Such reservations may require advance payment, a security deposit, credit card authorization, identification, additional damage provisions, or different cancellation requirements.

When a separate service agreement is provided for a reservation, the terms of that agreement will control where they differ from these General Terms & Conditions.

17. Governing Law

These Terms & Conditions and the transportation services provided by Premium Transfer Services are governed by the laws of the State of Illinois.

Any dispute arising from these Terms or services provided by Premium Transfer Services will be subject to applicable Illinois law and the jurisdiction of the appropriate courts in Illinois.

18. Acceptance of Terms

By confirming a reservation, using Premium Transfer Services, or submitting an online reservation request and affirmatively accepting these Terms & Conditions, the client acknowledges that they have read, understood, and agreed to these Terms.

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