

## **EZ VANS & BUSES**

Transportation Service

Phone: (310) 553-VANS (8267) • (949) 553-VANS

Toll Free: 866-553-VANS

Website: [www.ezvans.com](http://www.ezvans.com) | Email: [info@ezvans.com](mailto:info@ezvans.com)

---

## **CONTRACT-ITINERARY & CHARGE AUTHORIZATION AGREEMENT ( 5 pages)**

### **1. Client & Passenger Information**

Client Name: \_\_\_\_\_

Company Name (if applicable): \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Guest / Passenger Details:

- Guest Name(s): \_\_\_\_\_
  - Guest Phone: \_\_\_\_\_
  - Need Event Assistant? (Yes / No): \_\_\_\_\_
  - Number of Passengers: \_\_\_\_\_
  - Event Coordinator / Contact: \_\_\_\_\_
  - Coordinator Cell / Backup Phone: \_\_\_\_\_
- 

### **2. Service / Vehicle Information & Routing**

- Requested Vehicle Type: \_\_\_\_\_
- Pick-Up Date: \_\_\_\_\_
- Pick-Up Time: \_\_\_\_\_

#### **Pick-Up Location #1:**

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

#### **Pick-Up Location #2 (if applicable):**

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

#### **Final Destination:**

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Additional Instructions:

---

#### **Airport / Port / Terminal Info (if applicable):**

Airport / Port: \_\_\_\_\_ Terminal: \_\_\_\_\_ Airline: \_\_\_\_\_ Flight Number: \_\_\_\_\_

Departure Time: \_\_\_\_\_ Arrival Time: \_\_\_\_\_

### 3. Billing & Payment Authorization

**Payment Method (select one):**

- ☐ Credit Card  
☐ Corporate Account Billing  
☐ Credit Card on File  
☐ Other: \_\_\_\_\_

Paying by credit card:

- Card Number: \_\_\_\_\_
- Expiration (MM/YY): \_\_\_\_ / \_\_\_\_
- CVV / Security Code: \_\_\_\_\_
- Billing Address (Street): \_\_\_\_\_
- City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_
- Card holder email address: \_\_\_\_\_
- Card holder phone number: \_\_\_\_\_

Estimated Charges: \$ \_\_\_\_\_

Gratuuity: \$ \_\_\_\_\_ or % \_\_\_\_\_

**Total Estimated Charges:** \$ \_\_\_\_\_

Contract Rate (agreed): \$ \_\_\_\_\_

Estimated Hours: \_\_\_\_\_

I authorize EZ Vans & Buses to charge my card according to this Agreement. A full authorization / hold may be placed prior to the service date. I certify under penalty of perjury that I am the credit card holder or I am fully authorized by the card holder name: ----- to provide the credit card information to be charged for the service provided by Ez Vans & Buses and their affiliates.

### 4. Deposit & Cancellation Policy

All cancellations must be in writing via email.

**1. Deposit / Non-Refundable Portion**

All reservations require a **non-refundable deposit** equal to **50%** of the total contract price.

**2. Cancellation Deadlines for Full Refund of Remaining Portion**

- Motor coaches, limo buses, mini coaches: must be canceled 14 **days** prior to scheduled pick-up date
- Vans, SUVs, limousines (6–15 passengers): must be canceled **6 days** prior
- Airports / ports / short trips: must be canceled **1 day** prior to the pick-up time
- Proms, Homecoming, Grad Night: must be canceled 21 **days** prior to the scheduled pick up date.

**3. Late Notification / No Refund Cancellations**

If a cancellation is not received within the above windows, **the full contract charge applies**, without any refunds.

## 5. Terms, Rules & Conditions

### 1. **Flight Changes / Delays**

Client is fully responsible for notifying us of any change in flight times. EZ Vans & Buses is not liable for any differences caused by flight changes or delays.

### 2. **Alcohols, Smoking & Drugs** are strictly prohibited at all times inside company vehicles.

- No alcohol consumption by persons under 21 in any authorized vehicles.
- EZ Vans & Buses reserves the right to prohibit alcohol onboard.
- No smoking inside any vehicle (violation fee: \$150–\$500).
- No use of illegal drugs in our vehicles.

### 3. **Tolls, Parking, Fees**

All tolls, parking fees, airport / port fees, and other similar charges are **not included** in the contract rate and will be billed in addition.

### 4. **Damages & Cleaning**

- Client is responsible for any damage to the vehicle and will cover full repair costs.
- Excessive cleaning / sanitation: \$150–\$500.
- Alcohol cleanup fee: \$75–\$300.

### 5. **Behavior / Conduct**

- Unruly passengers may be dropped off at a safe location at driver's discretion, without refund.
- Vehicles must not be loaded beyond their seating capacity.

### 6. **Liability / Loss / Theft**

EZ Vans & Buses is not responsible for missing, stolen, or damaged personal property left in the vehicle.

### 7. **Overtime / Waiting Time**

- Overtime will be billed on hourly increment at the contracted rate.
- If clients are not ready to board within 15 minutes of scheduled time, additional charges may apply.

### 8. **Substitution & Mechanical Issues**

- EZ Vans & Buses may substitute vehicles if required.
- The company is not liable for service disruption due to weather, road conditions, mechanical failures, or other circumstances beyond its control.

### 9. **Route / Safety**

- We reserve the right to refuse travel on roads deemed unsafe.
- Clients understand that vans and buses are elevated; guests (especially elderly or medically impaired) should exercise caution entering / exiting.

### 10. **Child Restraints**

Children under 8 must use a car seat / booster. Children 4'9" or taller must wear seat belts in the back seat.

### 11. **Multiple Stops / Additional Charges**

Trips with multiple pickup/drop-offs (unless under hourly contract) may incur **\$29-\$49 per extra stop** plus wait time fees (e.g. \$40).

### 12. **No-Show / Non-Contact**

Full charges apply if client or passenger fails to appear or fails to contact us.

### 13. **Processing / Convenience Fees**

Credit card, PayPal, or other electronic payments are subject to a processing / convenience fee of **3.5% – 4.0%**.

### 14. **School / Pupil Transportation**

For school or pupil-activity transports, SPAB certification (or equivalent) may be required by law. Client must notify in writing at booking.

### 15. **Quotes, Availability & Changes**

- Quotes are only valid for 24 hours.
- All quotes are subject to availability, seasonal surcharges, and may change.
- Unused portions of service are non-refundable.

### 16. **Disputes / Payment Terms**

The company will not honor disputes over cash tips or payments made directly to the driver unless it was prearranged in writing.

### 17. **Acceptance / Acknowledgement**

By signing (or e-signing) or replying affirmatively, the client acknowledges and agrees to all terms above and agrees to pay for all charges, overtime, additional stops, waiting time, and damages.

### 18. **Smoking** – Smoking is strictly prohibited at all times inside company vehicles.

### 19. **Pricing** – Costs are based on the services detailed in this Agreement and may be adjusted if the actual itinerary differs from the original booking.

### 20. **Equipment & Substitution** – The company reserves the right to lease or substitute vehicles from other providers to fulfill this Agreement, when necessary.

21. **Liability Limitations** – The company is not liable for personal items left on the vehicle, nor for delays or loss of time caused by mechanical failure, inclement weather, traffic conditions, or other events beyond its reasonable control.
22. **Driver / Vehicle Assignment** – While every effort will be made to accommodate client preferences, specific drivers or vehicles cannot be guaranteed.
23. **Reservation Confirmation** – A signed Agreement and deposit are required to confirm and secure all reservations.

#### **Final Terms & Reservation Confirmation**

- **Signature & Payment** – Please sign this Agreement, and return one executed copy along with payment as noted above. Keep one copy for your records. If paying by check, please include the reservation or charter number on the check.
- **Cancellations** – All cancellations must be received in writing within the applicable deadlines stated in “Cancellation Section” of this Agreement. Failure to do so may result in forfeiture of deposits or full charges.
- **Non-Payment** – Reservations are subject to cancellation if required deposits or payments are not received by the due dates specified.

---

#### **6. Additional Legal Provisions:**

##### **Indemnification**

Client shall indemnify, defend, and hold harmless EZ Vans & Buses, its officers, directors, employees, agents, successors, and assigns from and against any and all claims, damages, losses, liabilities, costs and expenses (including reasonable attorneys’ fees) arising out of or relating to (a) the client’s or passenger’s actions or omissions; (b) any breach of this Agreement by the client; (c) any injury, death, or damage caused by the client or passengers; or (d) violation of any applicable law by the client or passengers, except to the extent caused by EZ Vans & Buses’ gross negligence or willful misconduct.

##### **Limitation of Liability.**

Except in cases of gross negligence or willful misconduct, EZ Vans & Buses’ aggregate liability under this Agreement shall not exceed the total fees paid by the client under this contract. In no event shall EZ Vans & Buses be liable for any indirect, incidental, special, punitive or consequential damages (including lost profits or business interruption), even if advised of the possibility of such damages.

##### **Force Majeure.**

Neither party shall be liable for delays or failures in performance (excluding payment obligations) caused by events beyond its reasonable control (e.g. natural disasters, strikes, acts of government, pandemics). The party affected shall notify the other promptly and shall resume performance as soon as practicable. If the force majeure continues for more than [ \_\_ ] days, either party may terminate the contract upon written notice without penalty, except for payment for services already rendered.

##### **Severability.**

If any provision of this Agreement is held invalid or unenforceable, the remaining provisions shall remain in full force and the invalid provision shall be amended to the minimum extent necessary to make it enforceable.

##### **Governing Law & Venue.**

This Agreement shall be governed by and construed in accordance with the laws of the State of **California**. Any dispute arising hereunder shall be brought exclusively in the state or federal courts located in Orange County, **California**, and the parties consent to jurisdiction and venue therein.

##### **Waiver of Subrogation.**

To the extent permitted by law, each party waives any right of subrogation against the other with respect to losses covered by insurance.

##### **Assignment.**

Client may not assign or transfer its rights or obligations under this Agreement without the prior written consent of EZ Vans & Buses. EZ Vans & Buses may assign this Agreement in connection with a sale, merger, or to affiliates, provided the assignee assumes all obligations hereunder.

##### **Non-Waiver.**

No failure or delay by either party in exercising any right under this Agreement shall constitute a waiver of that right. A partial exercise of any right does not preclude further or future exercise of that right.

---

#### **7. Client Full Acknowledgment of all above terms-card authorization & signature**

Client (Printed Name): \_\_\_\_\_

Client Signature / Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Phone: \_\_\_\_\_