

TERMS AND CONDITIONS

Last Updated: August 17, 2026

Welcome to Flex Transportation LLC ("Company", "we", "us", or "our"). These Terms and Conditions ("Terms") govern your use of our website www.flextranspo.com (the "Site") and the booking and use of our luxury transportation services. By accessing our Site or booking our services, you agree to be bound by these Terms.

1. Booking and Reservations

- **Confirmation Requirement:** All reservations made online or via phone are subject to vehicle availability and are not fully guaranteed until a confirmation email is sent by Flex Transportation LLC.
- **Payment Authorization:** A valid credit card must be on file to secure a reservation.
- **Rate Estimates:** Rates quoted at the time of booking are estimates and do not include unexpected tolls, parking fees, extra stops, or extended wait times unless explicitly itemized.

2. Payments, Fees, and Gratuity

- **Billing Statement:** All credit card charges and billing statements will reflect Flex Transportation.
- **Deposits:** A non-refundable deposit of 20% is required at the time of booking for specialized events (e.g., weddings, proms).
- **Final Payment:** The remaining balance will be automatically charged to the card on file at or immediately following the successful drop-off of the passenger(s).
- **Gratuity:** A standard chauffeur gratuity of [e.g., 20%] [is automatically added / is voluntary but recommended] to all reservations.
- **Wait Time Fees:** For airport pickups, a grace period of [e.g., 30 minutes for domestic / 60 minutes for international] is permitted. For non-airport pickups, the grace period is [e.g., 15 minutes]. After this, wait time will be billed in [e.g., 15-minute] increments.

3. Cancellations and No-Show Policy

- **Standard Cancellation:** Cancellations made more than 8 hours before the scheduled pickup time will incur no charge (minus any non-refundable event deposits).
- **Late Cancellation:** Cancellations made within 8 hours of the scheduled pickup time will be charged 75% of the full estimated trip amount.
- **No-Show Policy:** If the passenger cannot be located or contacted within 45 minutes of the scheduled pickup time, the ride will be deemed a "No-Show" and billed at 100% of the full estimated trip amount.

4. Passenger Rules and Conduct

To ensure safety and vehicle maintenance, all passengers must strictly adhere to the following rules:

- **No Smoking:** Smoking of any kind, including e-cigarettes and vaping, is strictly prohibited in all vehicles. A cleaning fee of \$250.00 will be charged for violations.
- **Underage Alcohol:** Alcohol consumption is strictly illegal for any passenger under the age of 21. If underage drinking occurs, the chauffeur will terminate the service immediately without a refund.
- **Illegal Substances:** The use of illegal drugs is entirely prohibited. Discovery will result in immediate termination of service and law enforcement notification.

- **Vehicle Damage:** The client assumes full financial responsibility for any physical damage, excessive spills, or interior tearing caused to the vehicle by themselves or their guests. A sanitation and damage fee of \$350.00 applies.

5. Company Liability Disclaimers

- **Delays Beyond Our Control:** Flex Transportation LLC is not liable for service delays, missed flights, or cancellations caused by factors outside our control, including severe weather, extreme traffic, road closures, accidents, or mechanical failure.
- **Vehicle Substitution:** In the rare event of mechanical failure or scheduling conflicts, we reserve the right to substitute the requested vehicle with an equivalent or upgraded model at no additional cost to the client.
- **Lost Items:** Flex Transportation LLC is not responsible for any personal belongings left behind in our vehicles. Please check the vehicle thoroughly before exiting.

6. Website Use and Intellectual Property

- **Permitted Use:** The content, logos, images, and text on this Site belong exclusively to Flex Transportation LLC and are protected by copyright laws. You may not copy or distribute this content without written consent.
- **Accuracy:** We strive to keep website pricing and fleet images accurate; however, we reserve the right to correct typographical errors or outdated information at any time without prior notice.

7. Governing Law and Disputes

- **Jurisdiction:** These Terms shall be governed by, interpreted, and enforced in accordance with the laws of the State of California, without regard to its conflict of law principles.
- **Arbitration:** Any disputes arising out of these Terms or our transportation services shall be resolved through binding arbitration in San Diego County, California.

8. Contact Information

If you have any questions or require clarification regarding these Terms, please contact Flex Transportation LLC at:

- **Email:** info@flextranspo.com
- **Phone:** (760) 522-1590
- **Address:** 11835 Carmel Mountain Rd, San Diego, CA 92128

This is for informational purposes only. For medical advice or diagnosis, consult a professional. AI responses may include mistakes.