

The Southern Style Luxury Transportation Company Service Agreement

The following document describes the transportation services that we, "The Southern Style Luxury Transportation Company" (or "The SSLT Company"), offer to you, "The Customer", and explains the formal terms and conditions for their use.

Because the SSLT Company sincerely values your business, this document has been composed with the goal of covering each and every question that you, The Customer, might have about our services, and the required rules and compensations that are required for using them. As this document contains information that might not apply to your particular transportation service request and/or situation, it has been divided into titled sections to help you better find the information that is of interest and/or applies to you. Please feel free to contact the SSLT Company directly by email (go.southern.style@gmail.com) or telephone (**984-200-1659**) if you have any questions after you read this Service Agreement.

The following sections are provided in this document for your review.

I. Description of Transportation Services

- I-A. Types of Transportation Services
- I-B. Coverage Area of Transportation Services
- I-C. Delivery of Transportation Services
- I-D. Driver Conduct & Dressing Attire

II. Scheduling, Modifying, and Canceling of Transportation Services --- *IMPORTANT

- II-A. Scheduling One-Time (or Infrequent) Service
- II-B. Scheduling Repetitive (or Periodic) Service
- II-C. Modifying Scheduled Service
- II-D. Cancelling Scheduled Service

III. Fare Rates for Transportation Services

- III-A. Transportation Services Base Fare Rates
- III-B. Transportation Services Surcharges

IV. Customer Use of Transportation Services --- *IMPORTANT

- IV-A. General Procedures & Rules
- IV-B. Procedures & Rules for Travel to/from Airports
- IV-C. Procedures & Rules for Travel to/from Proms

V. Limits of Liability in Providing Transportation Services

I. Description of Transportation Services

The SSLT Company offers transportation services to the Customer that desires to have safety and luxury at very reasonable and economical travel fares.

The SSLT Company offers transportation services to the Customer using top-of-the-line, full-size, SUV-type vehicles. At the present time, the SSLT vehicle fleet consists of 2015 (or later) Chevrolet Suburban(s) with a capacity limit of seven passengers maximum. The SSLT Company seeks to become a full-service business and sometime next year the fleet will be expanded to include luxury van vehicles that carrying up to eleven passengers. As is required by North Carolina law, all vehicles carry livery insurance with \$1.5 million of coverage.

The SSLT Company offers transportation services to the Customer twenty-four (24) hours a day, during each and every day of the calendar year.

The SSLT Company offers transportation services to the Customer using professionally qualified and highly experienced limousine drivers. The SSLT Company only utilizes drivers that are well known in the community and that have a documented record of no substance abuse or violent crime in their past.

I-A. Types of Transportation Services

The SSLT Company seeks to address all the luxury transportation needs of the Customer, and offers services and specific associated fare pricing, under the three categories as defined below.

Point-to-Point Travel - this option is offered because it is by far the most frequent type of transportation service people need, and it is often also the most important. Example of this type of travel would be transportation: either to/from the airport, to an important business meeting, or for going out for drinks and a meal with friends.

Round-Trip Travel - this option is offered because needs can arise where you need to get to one or more destinations, and you know in advance that you'll be returning to your point of origin later that same day or evening. We stand ready to schedule a complete itinerary that meets all your special needs, e.g., individual outgoing and return travel legs, combined travel legs with a wait, etc. Examples of this type of travel would be transportation: for an evening on the town, to a major sporting event or concert, or for some other special need where dependable round-trip service is an imperative, such an important medical office visit.

Hourly Charter Travel - this option is offered because it is usually the best and the most economical solution when either: (A) one or more of the pick-up times are uncertain, or; (B) the associated transportation event(s) occurs over a significant period of time. We can put together a service itinerary that meets all your special requirements, regardless of the event type or related circumstances. Typical examples of this type of travel include transportation service: to and from a Wedding, for a Site-Seeing-Tour over an extended period of time, or for an Airport Meet-&-Greet of a family member or an important client.

I-B Coverage Area of Transportation Services

The SSLT Company schedules and delivers transportation services to the Triangle Area (Raleigh - Durham - Chapel Hill) and the local surrounding cities, on a regular daily basis. For

the purposes of scheduling, planning and pricing, the SSLT Company categories local “short-run” services as those with round-trip travel distances of less than approximately 100 miles (or total travel times of less than approximately 2 hours) as measured from downtown Raleigh, North Carolina. The SSLT Company strives to provide “short-run” luxury transportation services throughout the Triangle region cities (see map in below) at fare rates that are only minimally higher than typical taxi rates. The SSLT Company stands ready to provide “long-run” transportation services (e.g., Raleigh to Charlotte) but with the addition of surcharges needed for covering the time/costs of returning (sending) the vehicle to (out of) the base area of operation, and for adequately compensating the driver. The rate charges for all the different types of services offered are discussed in the *Transportation Rates* section.

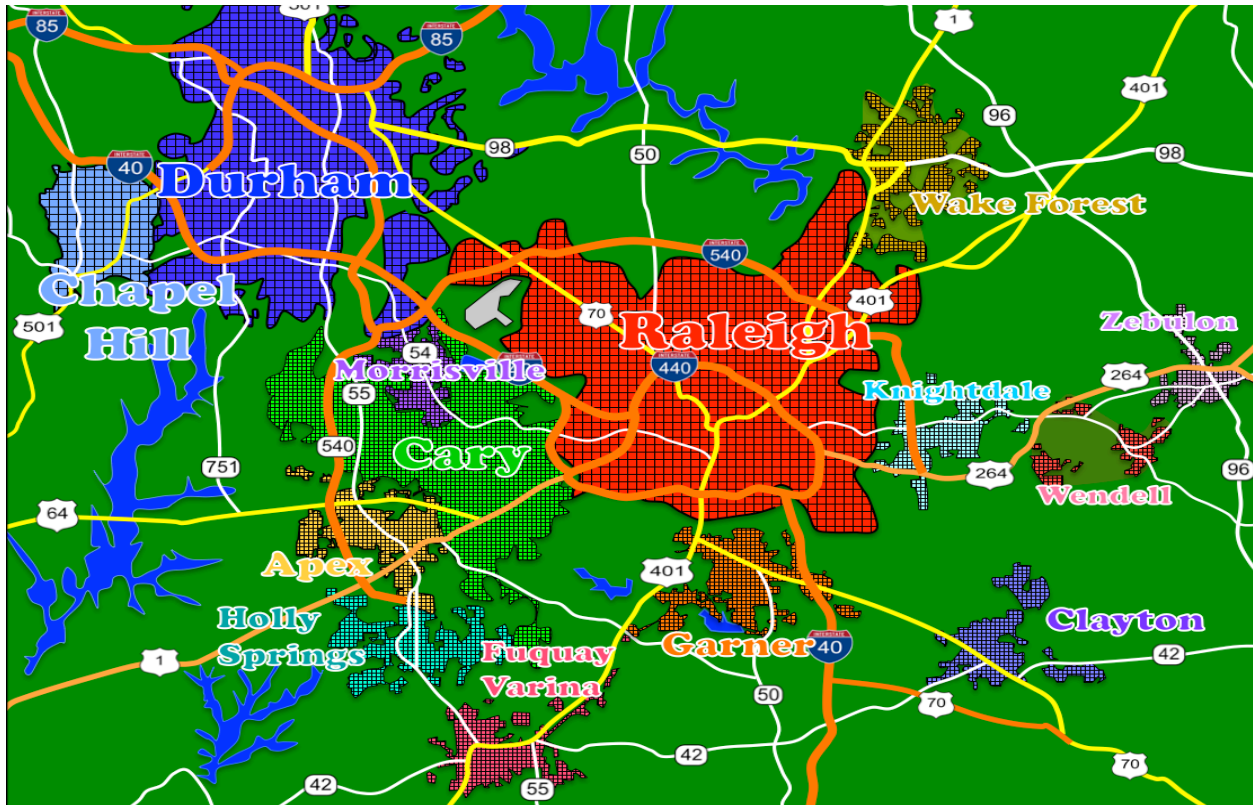


Figure 1. Triangle Area Cities

I-C. Delivery of Transportation Services

The SSLT Company will always deliver transportation services in a highly professional manner, and with the goal of making you, The Customer, completely satisfied. The SSLT Company makes the Safety and Security of you, and your loved ones a number one priority. The SSLT Company also views you, The Customer, as our honored responsibility and wants to deliver services to you just like you were a member of our own family. This means:

- The SSLT Company vehicle will always arrive early for Pick-Ups (ideally 10-15 minutes early) because we don't want you to worry about making your engagement on time. PLEASE NOTE that we schedule such that the vehicle should be able to leave the Pick-Up within 5 minutes of the scheduled Pick-Up Time, but no later than 15 minutes thereafter.

- The SSLT Company dispatched Driver will address all your transportation needs in a safe, professional and respectful manner (see next section) which includes being completely prepared and knowledgeable of the route and traffic situations, and driving you there in a competent fashion that makes you comfortable and at ease.
- The SSLT Company can't honestly promise you that the delivery of service will always be perfect. However, we can, and we do, promise that every effort available will be made to get as close to perfect as possible.

The SSLT Company calls this giving Honor and Respect, and we hope that this always shows.

I-D. Driver Conduct & Dressing Attire

The SSLT Company prequalifies all limousine drivers, which includes securing a written promise that they always comply with an industry standard code of conduct as is itemized below.

Limousine Driver Industry Standard Code of Conduct

1. Drives professionally and safely at all times, and take all reasonable actions necessary to make their passengers feel safe and secure.
2. Refrains from consuming alcohol, illegal drugs and any strong medications, either before or during the driving assignment, that even slightly impair their alertness or driving performance.
3. Refrains from smoking in or near the vehicle at any time, and will not smoke at all up to 30 minutes (mins.) before all driving assignments.
4. Refrains from eating during a driving assignment.
5. Refrains from making or taking personal telephone calls during a driving assignment.
6. Remains calm at all times during a driving assignment and refrains from any loud or boisterous behavior.
7. Maintains a polite and courteous composure, and refrains from using foul or vulgar language, at all times during a driving assignment.
8. Plays audio equipment only when expressly requested to do so by the passenger(s).
9. Carefully measures the amount of conversation they have with the passengers, as most passengers prefer quiet privacy while some desire an ongoing exchange.
10. Respects the confidentiality of their passengers, and never repeats information related to their private personal conduct or conversations.
11. Arrives early for pickups, usually 10-15 mins in advance of the scheduled leave time.
12. Quickly addresses the needs of customers, including loading of luggage, opening & closing of the vehicle door, and assistance in entering & exiting the vehicle when needed.
13. Maintains an umbrella on hand and offers it for use by the passenger when needed.

14. Polices the automobile between assignments, removing any trash and debris, cleaning up spills, etc.

15. Always informs the passenger of the basic route planned for use, and encourages them to offer alternatives if they have preferences. Such passenger preferred routes should be used unless driver knows they will add significant time or distances to the transport.

The SSLT Company only utilizes limousine drivers that adhere to an Industry Standard Dress Code as is described in terms of the three levels as described below. Note that in order to offer you, The Customer, the lowest costs possible our “regular” service is delivered utilizing either Level 1 or Level 2 dressing attire with the choice being left to the discretionary preference of the limousine driver. The SSLT Company does provide upscale services, upon special request, where the limousine driver utilizes Level 3 type dress apparel. The surcharges for Level 3 dressed service (i.e., suit and tie) are given in the *Transportation Rates* section.

Limousine Driver Industry Standard Dress Code

Level 1. Basic Service - The dress code for Basic Service is a business casual type dress. This level of dress code minimally includes a formal shirt of a solid neutral color, usually with a collar, and optional tie if not a polo type shirt, khaki or dress slacks of a dark color, socks and shoes of a dark color. Prohibited clothing includes: athletic type shirts, t-shirts, shirts with slogans, images or symbols, jeans, multi-color athletic shoes.

Level 2. Uniformed Service - The dress code for Uniformed Service is very similar to that of Basic Service, with the exceptions that the shirt might include a company logo and there should be an effort to use more dark and uniform color coordination. For example if the shirt is white then a dark pants/socks/shoes compliment (black, grey, dark brown) should be used. If the shirt is black or another dark solid color then the pants should be black or grey. Black (or very dark) socks & formal shoes are required. A dark tie and sports coat is optional.

Level 3. Formal Service – The dress code for Formal Service is very straightforward. The attire should be either a dark suit (black or dark grey) that is solid except for possibly a fine pin stripe, or a dark sports coat with dark pants with the same options as the dark suit. The shirt should be a solid white or dark color. Black socks and black formal shoes are required. A dark tie is required.

II. Scheduling of Transportation Services --- ***IMPORTANT**

The SSLT Company offers scheduling of services to The Customer depending on their need and circumstances as is explained below.

II-A. Scheduling One-Time (or Infrequent) Service

If the Customer seeks to schedule one-time (or infrequent) transportation service, the SSLT Company offers the following methods depending on whether there is an IMMEDIATE NEED or a FUTURE NEED for services. Note that an IMMEDIATE NEED is generally defined as requiring services within the next few hours, or sometime later that same calendar day, whereas a FUTURE NEED is generally defined as requiring services more than twenty-four (24) hours later, or at least the next calendar day.

IMMEDIATE NEED - If the Customer needs one-time transportation service immediately, the SSLT Company takes these reservations using one of the following two methods given below. Please note that the SSLT Office line given below (i.e., under Method 2) is reserved exclusively for rapid-response business issues, so please use the alternative telephone number provided in the very next section for all other matters.

- Method 1 - Make Request Online (Preferred) at www.go-southern-style.com
HERE choose the "Need Service Now" Option
- Method 2 - Call the SSLT Office using **919-457-8145**

The SSLT will reply to all IMMEDIATE NEED requests in 15 minutes or less if there is vehicle availability at the time of the request.

FUTURE NEED - If the Customer needs one-time transportation service in the future, the SSLT Company takes these reservations using one of the following two methods given below. Please note any service request involves collecting a good amount of basic travel information and if you provide this upfront through our efficient online submission form (i.e., using Method 1 below) it will expedite this process.

- Method 1 - Make Request Online (Preferred) at www.go-southern-style.com
HERE choose the "Request Future Service" Option
- Method 2 - Call the SSLT Office using **984-200-1659**

The SSLT will reply to all FUTURE NEED requests by telephone within one hour if the requests are submitted Monday through Saturday from 8 am to 6 pm, or from 1 pm to 6 pm on Sundays. Outside these windows telephone contact will be made before 9 am of the following day.

IMPORTANT NOTE - The SSLT Company confirms all service requests by making direct telephone contact with the Customer, and payment information will be collected at that time. The SSLT Company only collects credit card information over the telephone and never stores them on internet-accessible platforms to maximize their security. All finalized reservations are confirmed back to the Customer by an email message that contains: (i) a unique SSLT Travel Reference number, (ii) a complete description of the itinerary, and (iii) an internet-link reference

to this service Agreement. PLEASE retain your unique travel reference number, as it is useful if the need arises to schedule repetitive service of a similar type in the future (see next section).

II-B. Scheduling Repetitive (or Periodic) Service

If the Customer seeks to schedule repetitive (or periodic) transportation service, the SSLT Company offers expedited methods to make the overall process more convenient. Here, individual methods are offered both for the **REPETITIVE TRAVEL** and **PERIODIC TRAVEL** situations. The REPETITIVE TRAVEL situation applies to the case where the new travel request duplicates (or nearly duplicates) the itinerary of a single prior travel that was provided by the SSLT Company. The PERIODIC TRAVEL situation applies to the case where The Customer foresees the need for one or more types of travel itineraries that will recur on a regular or irregular periodic basis in the future.

Hence if either of the two circumstances defined below by bold text applies:

REPETITIVE TRAVEL - If the Customer needs to request transportation service that duplicates (or nearly duplicates) the itinerary of a single prior travel that was previously provided by the SSLT Company, or

PERIODIC TRAVEL - If the Customer needs to request transportation service for travel events that recur on a regular or irregular periodic basis, and where one or more SSLT Travel Reference (SSLT-TR) numbers have been predefined to describe all, or most, of the travel parameters (i.e., as is performed by the SSLT Company for corporate account customers).

Then the following convenient approach is available for use in scheduling the new travel.

STEP ONE, locate the relevant SSLT Travel Reference (SSLT-TR) number that describes the desired new reservation request.

STEP TWO, submit a new travel request by one of the two options below.

- Method 1 - Make Request Online (Preferred) at www.go-southern-style.com

Here after choosing the "Request Future Service" Option
THEN choose "Proceed to Rapid Submission" Option

- Method 2 - Call the SSLT Office using **984-200-1659**

IMPORTANT NOTE - The methods described in this section should only be used for requests for FUTURE SERVICE, i.e., defined as those made more than twenty-four (24) hours later, or at least the next calendar day. If you are a regular customer of our transportation services and expect to have a need for short notice requests that cannot be addressed adequately by the IMMEDIATE NEED option given in Section II-A, please contact the SSLT Company office directly.

II-C. Modifying Previously Scheduled Service

All previously confirmed and scheduled service that due to changes in circumstances now require changes to the itinerary, must be modified by the Customer according to the timelines

and rules as described below. Note that all late modifications and “no shows” are subject to the additional fees and/or charges as cited.

PLEASE NOTE that the methods in this section should only be used if the changes in the itinerary are relatively minor (i.e., change to a Pick-Up Time) and UNDERSTAND that the SSLT Company may not be able to adjust the service schedule unless they are being made well in advance (i.e., usually 24 hours or more). The SSLT Company will reply to all modification requests as soon as is reasonably possible (i.e., in the same manner as is used for travel scheduling, see Section II-A).

Modification Methods - NOTE, all modifications must be performed through direct communication to the SSLT Company office using one of the two options given below. The message must include the (1) Traveler Name, (2) Traveler Mobile Telephone Number, (3) SSLT Travel Reference (SSLT-TR) number and (4) a FULL description of the needed modification.

Option 1: By verbal (or voice-mail) communication to **984-200-1659**. The message must include minimally include: the (1) Traveler Name, (2) Traveler Mobile Number, (3) the phrase “MODIFY SSLT-TR Number”, and (4) a FULL description of the needed modification.

Option 2: By email communication to go.southern.style@gmail.com. The email message MUST include the phrase “MODIFY SSLT-TR Number” in the subject line. The email message body must minimally include the (1) Traveler Name, (2) Traveler Mobile Number, (3) the phrase “MODIFY SSLT-TR Number”, and (4) a FULL description of the needed modification.

Modification Rules by Travel Category - All modifications must be performed in advance according to their travel category and the requirements given below, and the modifications to services may be subject to fees or charges.

Please note that the SSLT Company utilizes the “15 minute Mark” and “30 minute Mark” rules in regards to executing Customer Pick-Ups for all categories of travel service, including picking up passengers at airports (please see item three (3) of Section IV-B for details) and reserves the right to assess Wait-Time charges for travelers that are late by more than 15 minutes after the scheduled Pick-Up Time without any proper notifications from the Customer as defined by this agreement.

Point-to-Point Travel Modification

“Short-Run” Point-to-Point (i.e., requiring the vehicle to travel less than approximately 100 miles or less than 2 hours) must be modified two (2) hours in advance of the scheduled Pick-Up Time for no charges to be applied. If modified less than two (2) hours but more than one (1) hour in advance of the scheduled Pick-Up Time, the Customer may be liable for additional fees and/or charges not to exceed 50% of the quoted fare, depending on the type of modification that is being made. For “No Shows” events, the Customer is liable for charges up to 100% of the quoted fare.

“Long-Run” Point-to-Point (i.e., requiring the vehicle to travel more than approximately 100 miles or more than 2 hours) must be modified twenty-four (24) hours in advance of the scheduled Pick-Up Time or the Customer may be liable for additional charges of up to 100% of the quoted fare. The actual amount charged would depend on the type of modifications that are

being requested, and the liability would be in effect, regardless of the ability of the SSLT Company to execute the modified service request. Note that there is a required non-refundable 50% deposit for this type of travel service.

Round-Trip Travel Modification

Regular* & “Short-Run” Round-Trip Travel (i.e., requiring the vehicle to travel less than approximately 100 miles or less than 2 hours) must be modified two (2) hours in advance of the scheduled Pick-Up Time for no charges to be applied. If modified less than two (2) hours but more than one (1) hour in advance of the scheduled Pick-Up Time, the Customer may be liable for additional fees and/or charges not to exceed 50% of the quoted fare, depending on the type of modification that is being made. For “No Shows” events, the Customer is liable for charges up to 100% of the quoted fare.

*Regular does not involve heavy traffic venues, e.g., special events such as sporting & concerts.

Regular* & “Long-Run” Round-Trip Travel (i.e., requiring the vehicle to travel more than approximately 100 miles or more than 2 hours) must be modified twenty-four (24) hours in advance of the scheduled Pick-Up Time or the Customer may be liable for additional charges of up to 100% of the quoted fare. The actual amount charged would depend on the type of modifications that are being requested, and the liability would be in effect, regardless of the ability of the SSLT Company to execute the modified service request. Note that there is a required non-refundable 50% deposit for this type of travel service.

*Regular does not involve heavy traffic venues, e.g., special events such as sporting & concerts.

Round-Trip Travel to Special Events* must be modified twenty-four (24) hours in advance of the scheduled Pick-Up Time or the Customer may be liable for additional charges of up to 100% of the quoted fare. The actual amount charged would depend on the type of modifications that are being requested, and the liability would be in effect, regardless of the ability of the SSLT Company to execute the modified service request. Note that there is a required non-refundable 50% deposit for this type of travel service.

*Special Events such as sporting & concerts that involve significant levels of expected traffic.

Hourly-Charter Travel Modification

Regular* Hourly-Charters must be modified twenty-four (24) hours in advance of the scheduled Pick-Up Time or the Customer may be liable for additional charges of up to 100% of the quoted fare. The actual amount charged would depend on the type of modifications that are being requested, and the liability would be in effect, regardless of the ability of the SSLT Company to execute the modified service request. Note that there is a required non-refundable 50% deposit for this type of travel service.

*Regular Hourly-Charters excludes Airport Meet-&-Greet that are discussed just below

Airport Meet-&-Greet must be modified twenty-four (24) hours in advance of the scheduled Pick-Up Time or the Customer may be liable for additional charges of up to 100% of the quoted fare. The actual amount charged would depend on the type of modifications that are being requested, and the liability would be in effect, regardless of the ability of the SSLT Company to

execute the modified service request. However, all reservations will be honored without additional fees for late flights, if the SSLT Company vehicle availability allows, as long as flight arrives the same calendar day. If the flight is less than two (2) hours late, and the SSLT Company is not able to execute the Pick-Up, the Customer will not be liable for any additional charges past the deposit. Note that there is a required non-refundable 50% deposit for this type of travel service.

II-D. Canceling Previously Scheduled Service

All previously confirmed and scheduled service that due to changes in circumstances now require cancellation, must be canceled by the Customer according to the timelines and rules as described below. Note that all late cancellations and “no shows” are subject to the fees and/or charges as cited.

Cancellation Methods - NOTE, all cancellations must be performed through direct communication to the SSLT Company office using one of the two options given below. The message must include the (1) Traveler Name, (2) Traveler Mobile Telephone Number, and (3) SSLT Travel Reference (SSLT-TR) number.

Option 1: By verbal (or voice-mail) communication to **984-200-1659**. The message must include minimally include: the (1) Traveler Name, (2) Traveler Mobile Number, and (3) the phrase “CANCEL SSLT-TR Number.”

Option 2: By email communication to go.southern.style@gmail.com. The email message MUST include the phrase “CANCEL SSLT-TR Number” in the subject line. The email message body must minimally include the (1) Traveler Name, (2) Traveler Mobile Number, and (3) the phrase “CANCEL SSLT-TR Number.”

Cancellation Rules by Travel Category - All cancellations must be performed in advance according to their travel category and the requirements given below, and the cancellations of service are subject to the prescribed cancellation and/or late cancellation fee charges.

Please note that the SSLT Company utilizes the “15 minute Mark” and “30 minute Mark” rules in regards to executing Customer Pick-Ups for all categories of travel service, including picking up passengers at airports (please see item three (3) of Section IV-B for details) and reserves the right to assess Wait-Time charges for travelers that are late by more than 15 minutes after the scheduled Pick-Up Time without any proper notifications from the Customer as defined by this agreement.

Point-to-Point Travel Cancellation

“Short-Run” Point-to-Point (i.e., requiring the vehicle to travel less than approximately 100 miles or less than 2 hours) must be canceled two (2) hours in advance of the scheduled Pick-Up Time for no charges to be applied. If cancelled less than two (2) hours but more than one (1) hour in advance of the scheduled Pick-Up Time the Customer is charged 50% of the quoted fare. For “No Shows” events, the Customer is liable for charges up to 100% of the quoted fare.

“Long-Run” Point-to-Point (i.e., requiring the vehicle to travel more than approximately 100 miles or more than 2 hours) must be canceled twenty-four (24) hours in advance of the

scheduled Pick-Up Time or the Customer is liable for charges up to 100% of the quoted fare. Note that there is a required non-refundable 50% deposit for this type of travel service.

Round-Trip Travel Cancellation

Regular* & “Short-Run” Round-Trip Travel (i.e., requiring the vehicle to travel less than approximately 100 miles or less than 2 hours) must be cancelled two (2) hours in advance of the scheduled Pick-Up Time for no charges to be applied. If cancelled less than two (2) hours but more than one (1) hour the Customer is charged 50% of the quoted fare. For “No Shows” events, the Customer is liable for charges up to 100% of the quoted fare.

*Regular does not involve heavy traffic venues, e.g., special events such as sporting & concerts.

Regular* & “Long-Run” Round-Trip Travel (i.e., requiring the vehicle to travel more than approximately 100 miles or more than 2 hours) must be canceled twenty-four (24) hours in advance of the scheduled Pick-Up Time or the Customer is liable for charges up to 100% of the quoted fare. Note that there is a required non-refundable 50% deposit for this type of travel service.

*Regular does not involve heavy traffic venues, e.g., special events such as sporting & concerts.

Round-Trip Travel to Special Events* must be canceled twenty-four (24) hours in advance of the scheduled Pick-Up Time or the Customer is liable for charges up to 100% of the quoted fare. Note that there is a required non-refundable 50% deposit for this type of travel service.

*Special Events such as sporting & concerts that involve significant levels of expected traffic.

Hourly-Charter Travel Cancellation

Regular* Hourly-Charters must be canceled twenty-four (24) hours in advance of the scheduled Pick-Up Time or the Customer is liable for charges up to 100% of the quoted fare. Note that there is a required non-refundable 50% deposit for this type of travel service.

*Regular Hourly-Charters excludes Airport Meet-&-Greets that are discussed just below

Airport Meet-&-Greets must be canceled twenty-four (24) hours in advance of the scheduled Pick-Up Time or the Customer is liable for charges up to 100% of the quoted fare. However, the reservations will be honored for late flights, if the SSLT Company vehicle availability allows, as long as they arrive the same calendar day. If the flight is less than two (2) hours late, and the SSLT Company is not able to execute the Pick-Up, the Customer will not be liable for any additional charges past the deposit. Note that there is a required non-refundable 50% deposit for this type of travel service.

III. Transportation Services Fare Rates

The SSLT Company strives to define and offer fare rates for luxury transportation service that are the most fair and economical in the Triangle metropolitan area of North Carolina. All fare rate quotes are calculated from the best estimates of the time/distance and associated cost-related circumstances that will be required to execute the transportation service as requested by the Customer.

Fare rate quotes are always provided to the Customer upfront in advance of the travel by the SSLT Company as a part of the travel-request confirmation process (see Section II). All fare rate quotes are fully inclusive of all the transportation charges (except possibly a Driver gratuity which is optional at the discretion of The Customer) as is possibly foreseeable based upon the information submitted in the travel request by the Customer. Once the SSLT Company provides a quote to the Customer, the fare rate will not change unless it is subsequently determined that there were significant inaccuracies in the travel parameters (e.g., incorrect destination address) that were provided in the original service request, or that transportation fee requirements arise that were not reasonably foreseeable, or predictable, at the time of the reservation (e.g., parking requirements at unfamiliar locations, tolls roads outside the Triangle area, etc.).

Note that errors in the travel information could lead to an increase in the fare rate by: (i) significantly increasing the estimated time and/or distance required to execute the transportation service, and/or (ii) adding transportation requirements that are subject to applicable surcharges as are discussed below. Note that the Customer could also become subject to compensation charges if their conduct or actions bring about damages to the interior or exterior vehicle (see Section IV. Customer Use of Transportation Services). The next two subsections overview the base fares rates by transportation category and the potential surcharges that are used in prescribing the cost of those transportation services.

III-A. Transportation Services Base Fare Rates

The SSLT Company offers transportation services under the three distinct categories of Point-to-Point, Round-Trip, and Hourly-Charter as was previously defined in Section II. There is a base fare rate for each type of service as is described below. Note that Driver Attire is Level 1 or Level 2 (i.e., at the discretion of the driver) for all regular service, and surcharges apply if the Customer prefers to have the Driver Attire be Level 3 (i.e., suit and tie, see Section I-D).

Point-to-Point Travel - The base fare rate for “regular” Point-to-Point (P2P) travel service is calculated as a function of the Google-based estimates for the time (and distance) that is required for executing the transportation service request as submitted by the Customer. This is true with the following qualifiers and/or surcharge requirements.

- The base fare rate for P2P travel service applies for up to three (3) passengers and surcharges are applied for each passenger above this number (see Section III-B).
- The base fare rate for P2P travel service applies for one (1) Pick-Up location and one (1) Drop-Off location and surcharges may be applied for each additional stop above this number (see Section III-B).

- There is no minimum for “regular” P2P service, but there is a minimum rate of \$42 for travel to/from RDU from points in the Triangle area. Note that airport fees, wait times, and loading/unloading are always involved in travel to/from airports.
- For “long-run” P2P service (i.e., that exceeds 100 miles round trips) surcharges are applied to cover returning the vehicle to the area (or sending the vehicle out of the area) and for adequately compensating the driver. Note that these charges are included in the website examples and will always be included into quotes provided to the Customer.

A representative set of fare-rate examples for travel between points within, and to points outside, the Triangle area are given at the SSLT Company website (see www.go.southern-style.com). As is illustrated, the P2P rates for “short-run” service (i.e., less than 100 miles round trips) are very competitive with, and are only slightly higher than, typical taxi rates.

Round-Trip Travel - The base fare for “regular” Round-Trip (RT) travel service is primarily based on the P2P base fare rates for each leg (i.e., to and from) of the round trip travel. This is true with the following qualifiers and/or surcharge requirements.

- The base fare rate for RT travel service applies for up to three (3) passengers and surcharges are applied for each passenger above this number (see Section III-B).
- The base fare rate for RT travel service applies for one (1) Pick-Up location and one (1) Drop-Off location and surcharges may be applied for each additional stop above this number (see Section III-B).
- If the RT Travel is scheduled as separate individual legs (i.e., where there is 1.5 hours or more between drop-offs and pick-ups and no requested driver waiting) then no special surcharges apply and the base fare rates for each leg are the same as P2P Travel.
- If the RT Travel is: (1) scheduled as one combined trip with driver waiting, or (2) there is less than 1.5 hours between a drop-off and the pick-up; then waiting time surcharges are applied. For this type of service the total base fare rate is the sum of the normal charges for each individual P2P Travel leg, plus a wait-time surcharge being applied for the sum of all the wait-times (see Section III-B). For Case (2) above the wait-time equals the time between the drop-off and pick-up.
- If the RT Travel involves transportation to/from **Special Events** where there is a high expectation of heavy traffic (such as sporting venues and concerts) then special rates and/or surcharges are applied (see Section III-B). Note that one has the option to only schedule travel to, or travel from, a Special Event (effectively making this a P2P Travel service) but surcharges are pre-applied to each travel-leg based upon the best estimates for the extra time required to enter (or leave) the specific Special Event. Hence, for this type of service the total base fare rate is the sum of the normal charges for each individual P2P Travel leg, plus surcharges for covering the estimated extra time of the travel due to traffic congestion. Note that all such surcharges are included in the quote provided to the Customer, and they will not be increased if the extra time required to execute the service is longer than estimated.

A representative set of fare-rate examples for one-way (to and from) P2P Travel and RT Travel to all the major Special Event venues in the Triangle area is given at the SSLT Company website (see www.go.southern-style.com). The following important notes apply to the examples

given at the website. The estimates are for a typical attendance at the selected venue, so rates might be slightly higher or lower. The Rate to Event examples assume an early arrival (i.e., 30 minutes or more). The Rate from a Special Event examples include a surcharge to cover a required wait-time associated with an early entry (~1/2 hour or less) into the facility parking area to ensure that the vehicle is there at the scheduled pick-up time. The full Round-Trip rate is discounted by ~10% in comparison to the sum total of the two independent legs.

Hourly-Charter Travel - The base fare for “regular” Hourly-Charter (HC) travel service is primarily based on the number of hours required for executing the transportation service request as submitted by the Customer. This is true with the following qualifiers and/or surcharge requirements.

- The base fare rate for HC travel service applies for up to four (4) passengers and surcharges are applied for each passenger above this number (see Section III-B).
- “Regular” HC service starts at a 1-hour minimum and can be scheduled in ½-hour increments thereafter (e.g., 1.5 hours).
- The basic charge for all HC service is calculated at \$75 per hour with this rate being applied over the total prorated time-period for the scheduled service.
- “Regular” HC (which excludes Airport Meet-&-Greets that are discussed just below) begin at the prearranged start-time, which is the time of the first pick-up unless specified otherwise. Surcharges for traveling to the point-of-origin of the charter and/or returning from the final-destination of the charter will be applied ONLY IF the required distance/time travel of either from downtown Raleigh is greater than 10 miles/12 minutes (see Section III-B). Note that any such travel surcharges will be based on our Point-to-Point rates, and they will be included in the total of the estimate quoted to the Customer.
- Airport Meet-&-Greets are a special case of an HC travel in that only 1-hour is charged for the travel to the RDU airport, the waiting at the airport, the greeting of the traveler(s), and the assistance with gathering the luggage at baggage claim. A surcharge will be added for the travel from the RDU airport to the final destination ONLY IF the distance/time travel exceeds 20 miles/24 minutes (see Section III-B). For other airports both inside and outside the Triangle Area, surcharges may also be applied for travel to the pick-up point. Note that any such travel surcharges will be based on our Point-to-Point rate, and they will be included in the total of the estimate quoted to the Customer.

A representative set of fare-rate examples for “Regular” HC Travel and Airport Meet-&-Greets in the Triangle area is given at the SSLT Company website (see www.go-southern-style.com).

III-B. Transportation Services Surcharges

The following surcharges may be a part the total fare-rate quote, if the circumstances defined below are applicable to the transportation service request.

- For all “Regular” travel service the Driver Attire is Level 1 or Level 2, and for upgrading to Level 3, a base of \$15 plus \$5 per hour (for each estimated hour of service) surcharge is applied.

- For P2P travel, the base fares are based upon three (3) passengers, and for each passenger above this defined base-fare limit, a \$5 surcharge is applied.
- For P2P travel, the base fares are based upon one (1) Pick-Up location and one (1) Drop-Off location, and for each additional stop above this defined base-fare limit, a \$5 surcharge may be applied.
- For “long-run” P2P travel, a \$1 per mile (for each mile over 100 miles) and \$5 per hour (for each hour over 2 hours) surcharge is applied.
- For RT travel (or for the individual legs to Special Events), the base fares are based upon three (3) passengers, and for each passenger above this defined base-fare limit, a \$5 surcharge is applied.
- For RT travel, the base fares are based upon one (1) Pick-Up location and one (1) Drop-Off location, and for each additional stop above this defined base-fare limit, a \$5 surcharge may be applied.
- For RT travel scheduled as one combined trip with driver waiting, a \$50 per-hour Wait-Time surcharge (prorated over the sum of all wait times) is applied.
- For RT travel with less than 1.5 hours between Drop-Off and Pick-Up times, a \$50 per-hour Wait-Time surcharge (prorated over the time between Drop-Off and Pick-Up) is applied.
- For RT travel (or for the individual legs) to Special Events, estimates are made for required extra time enter and/or leave the particular event venue, and a \$50 per-hour Wait-Time surcharge is applied over the sum of the required extra time.
- For HC travel, the base fares are based upon three (4) passengers, and for each passenger above this defined base-fare limit, a \$5 surcharge is applied.
- For “Regular” HC travel where the required distance/time travel from downtown Raleigh to the Pick-Up, Drop-Off, or both is greater than 10 miles/12 minutes, a \$0.55 per-mile and a \$0.55 per-minute surcharge is applied for total sum of the extra distance/time.
- For HC travel involving an Airport Meet-&-Greet where the required distance/time travel from downtown Raleigh to the Pick-Up, Drop-Off, or both is greater than 10 miles/12 minutes, a \$0.55 per-mile and a \$0.55 per-minute surcharge is applied for total sum of the extra distance/time.
- Customers that are more than 15 minutes late for Pick-Up (i.e., past the scheduled Pick-Up Time) are subject to Wait-Time surcharges at the rate of \$20 per each partial-to-full 15 minutes time interval. PLEASE review Items one (1) through three (3) of Section IV to review the procedures and rules that apply for Customer Pick-Ups, and for treating situations where travelers are late and/or “No-Shows.”

IV. Customer Use of Transportation Services --- *IMPORTANT

The follow provides the procedures and rules that apply to the use of SSLT Company transportation services. The SSLT Company asks respectfully that customers please make note of these procedures and rules, and that they follow them.

IV-A. General Procedures & Rules

The following list of procedures and/or rules apply to the use of all transportation services, with the exceptions as noted.

- 1) The SSLT Company always schedules service such that vehicle arrives early for Pick-Ups (ideally 10-15 minutes early) with the goal that the vehicle should be able to leave the Pick-Up location within 5 minutes of the scheduled Pick-Up Time, but no later than 15 minutes thereafter. Customers agree to understand and to plan around these time-lines. Customers that are more than 15 minutes late for Pick-Up (i.e., past the scheduled Pick-Up Time) are subject to Wait-Time surcharges at the rate of \$20 per each partial-to-full 15 minutes time interval. Note also that for reservations that have multiple Pick-Ups and/or additional Stops the sum of all waiting periods needs to be less than 15 minutes (i.e., after a base allocation of 5 minutes per additional Pick-Up or Stop) or Wait-Time surcharges may apply to the travel services.
- 2) The SSLT Company pre-plans and schedules the use of their vehicles for the entire day when possible. This means individual and distinct portions of that daily schedule often addresses the travel requirements of multiple Customers. Hence, the SSLT Company must require all individual Customers to strictly abide by the scheduling, modification and cancelation rules described in Section II of this Agreement. Customers agree to understand that additional fees and/or base charges could apply in situations where the Customer is significantly delayed or are a "No Show." This could include the payment of additional fees and/or the quoted base charges even when the Customer is unable to utilize the prearranged service. Please carefully note the next item as it prescribes the rule that is followed in regards to delayed Customer Pick-Ups.
- 3) The SSLT Company utilizes "15 minute Mark" and "30 minute Mark" rules in regards to executing Customer Pick-Ups for all categories of travel service (and this includes picking up passengers at airports). Per the rules stated in item one (1) above, a Customer is technically late at the "15 minute Mark" past the scheduled Pick-Up Time, if they have not arrived at the prearranged Pick-Up point, and they have not notified the SSLT Company of a modification or cancellation of the travel service (see Section II of this Agreement). The SSLT Company will begin waiting for such absent Customers at the "15 minute Mark" and assess the additional charge of \$20 (after the first 5 minutes of waiting) as prescribed in item one (1) above. If the absent Customer is a "No Show" at the "30 minute Mark" and the Customer still has not made communicated any notification the SSLT Company vehicle will discontinue waiting, and the Customer will be charged the quoted base fare and the \$20 Wait-Time surcharge. PLEASE NOTE that the SSLT Company will always try to honor all reservations (even for very late Customers) if there is vehicle/driver availability at the new Pick-Up Time. Airport Meet-&-Greets are a special case of this policy where if the flight is less than two (2) hours late, and the SSLT Company is not able to execute the Pick-Up, the Customer will not be liable for any additional charges past the 50% deposit.

- 4) The SSLT Company never allows vehicles to be used for any dangerous or illegal activities, and this includes but is not limited to, exhibiting threatening or highly disorderly conduct, possession of weapons or dangerous substances (e.g., explosives, combustibles, toxins, etc.), or the use of illegal drugs and other questionable substances while in the vehicle. The SSLT Company reserves the right to terminate the service and assess the full charges for the prearranged travel (plus a 20% Driver gratuity), if the Driver documents that a Customer, or any member of their party, is participating in any type of dangerous or illegal activities.
- 5) The SSLT Company prohibits all smoking inside vehicles, and requests that Customers refrain from smoking around any open door or window of the vehicle. Customers that violate this policy will be charged a \$150 odor-cleaning surcharge. The SSLT Company reserves the right to terminate the service and assess the full charges for the prearranged travel, if a Customer refuses to stop smoking when instructed to do so by the Driver. Customers are fully responsible for the repair of all physical damage caused to vehicle components as a result of their smoking. The SSLT Company reserves the right to charge the Customer \$500 for each cigarette burn that was caused to vehicle upholstery, side doors or ceiling components, and \$250 for each cigarette burn to carpeting, that was caused as a result of their smoking.
- 6) The SSLT Company allows Customers to consume alcoholic beverages during the delivery of transportation services as long as it is done so in accordance with North Carolina law. North Carolina law prohibits the consumption of alcoholic beverages in limousine vehicles if any member of the party is less than twenty-one (21) years of age. The SSLT Company reserves the right to terminate the service and assess the full charges for the prearranged travel (plus a 20% Driver gratuity), if there has been consumption of alcoholic beverages in the vehicle and the Driver discovers any of the passengers is less than twenty-one (21) years of age.
- 7) The SSLT Company requires that the Customer, and all members of their party, maintain both lawful and reasonable conduct. This includes, but is not necessarily limited to, not interfering with the Driver in the discharge of his/her duty and not tampering with any apparatus or appliances that are a part of the vehicle. The SSLT Company reserves the right to terminate the service and assess the full charges for the prearranged travel (plus a 20% Driver gratuity), if the Driver documents that a Customer, or any member of their party, engages in any unlawful or unreasonable conduct that interferes with the safe operation of the vehicle.
- 8) The SSLT Company holds the Customer responsible for the cost of any required "extraordinary cleaning" of the vehicle that becomes necessary due to an extreme soiling, staining, and/or odor-inducing event that is caused by the Customer or any member of their party. Here "extraordinary cleaning" is defined as cleaning that goes well beyond that typically required to wash/clean the normal daily accumulations of dirt/dust/film. The SSLT Company reserves the right to charge the Customer a \$250 cleaning fee for each vomiting-event that contacts a carpeted and/or seating area, and a \$500 cleaning/repair fee for each vomiting-event that penetrates the inside of a dash or door compartment.
- 9) The SSLT Company holds the Customer responsible for the cost of repairing damages to the interior or exterior of the vehicle that occurred either deliberately, or as a result of negligence committed by the Customer or by anyone in their party. The SSLT Company

reserves the right to charge the Customer a \$250 repair fee for each rip or tear to upholstery or carpet, and a \$1500-\$2000 repair fee for door dings/dents caused by opening the door into another vehicle or stationary object.

- 10) The SSLT Company quoted fare rates only apply to travel services delivered by safe paved (asphalt or concrete) streets and highways, or on safe well-maintained secondary (rock, gravel, compacted sand, etc.) roads. Further, Drivers are strongly discouraged from attempting to transverse roads that a reasonable person would estimate as presenting dangers to either the passengers or the vehicle. The SSLT Company reserves the right to use an alternative route (at no additional charges to the Customer) to complete the service, or to terminate the service if no alternative routes are available (and assess equitable charges for the prearranged travel) if the Driver documents that the street, highway, or road being used presents dangers that can be anticipated. Here, equitable means prorating the charges over the portion of services (time and distance) that was completed up to the point the service was terminated.

IV-B. Additional Procedures & Rules for Travel to/from Airports

The following list of procedures and/or rules apply as addendums to the use of transportation services to/from RDU and other airports. Please note that the conditions given in Section IV-A always apply to the use of transportation services and should also be reviewed.

- 1) The SSLT Company collects flight information from Customers traveling to/from RDU and other airports. This information is very useful for delivering the service, so please have this information ready when submitting reservations. This includes Flight Numbers when traveling by commercial aircraft and registered Tail Numbers for private planes.
- 2) The SSLT Company tracks incoming flights and positions vehicles nearby just before the flight lands to make Customer Pick-Ups. However, vehicles are not allowed to sit for long periods of time at the airport Pick-Up points, thus for "Regular" Pick-Ups at RDU (and other airports unless instructed to do otherwise) please follow the procedures below that apply to your travel situation.

Note that telephone notification should not be necessary if the service is **Meet-&-Greet**, as the Driver will be waiting for the traveler (and holding a sign with the traveler' name on it) at the main exit to the secure gate area. However, having this information below could be useful in the event the traveler does not exit the secure gate area at the prearranged point.

For Commercial Flights

Call the SSLT Office at **984-200-1659** or the Driver directly (note that a text message containing the Driver's name and mobile telephone will be sent to the mobile telephone number of the traveler just before the airplane lands)

- When you reach baggage claim and have gathered your luggage

Then proceed to the appropriate Limo Pick-Up Stop.

- Limo Stop (Zone 4) at RDU, Terminal 1
- Limo Stop (Zone 15) at RDU, Terminal 2

For Private Flights

Call the SSLT Office at **984-200-1659** or the Driver directly (note that a text message containing the Driver's name and mobile telephone will be sent to the mobile telephone number of the traveler just before your airplane lands) when ready to leave the airport.

- 3) The SSLT Company must adhere to a strict predetermined schedule, as each vehicle will likely service multiple Customers in a single day. Therefore, the SSLT Company utilizes "15 minute Mark" and "30 minute Mark" rules in regards to executing Customer Pick-Ups for all categories of travel service, including picking up passengers at airports (please see item three (3) of Section IV-B for details). It is therefore very important for Customers to take the appropriate actions if they know their air-travel itinerary changes such they will not arrive at the prearranged Pick-Up Time (see Section II-C and Section II-D) or they could become liable for additional fees and/or the quoted base fare, even when they were not able to use the service. The SSLT Company will monitor incoming flights but it cannot be held responsible for failing to deliver service if air-travel delay notifications are released or communicated to them (either by the Customer or the air-carrier) later than the service modification rules allow (see Section II-C) and/or service cancelation rules allow (see Section II-D). Since the SSLT Company must dedicate a vehicle to wait at the airport even when the Customer air-transportation could be delayed without notice, Customers may be liable for additional fees and/or the quoted base fare, even when the Customer is unable to utilize the prearranged service. PLEASE NOTE that the SSLT Company will always try to honor all reservations (even for very late Customers) if there is vehicle/driver availability at the new Pick-Up Time. **Airport Meet-&-Greets** are a special case of this policy where if the flight is less than two (2) hours late, and the SSLT Company is not able to execute the Pick-Up, the Customer will not be liable for any additional charges past the 50% deposit.

IV-B. Additional Procedures & Rules for Travel to/from Proms

The following list of procedures and/or rules apply as addendums to the use of transportation services to/from Proms (and similar events involving minors). Please note that the conditions given in Section IV-A always apply to the use of transportation services and should also be reviewed.

The SSLT Company adds these additional rules and requirements to the booking of transportation services for Prom events (and any other similar outings where all, or most, passengers are expected be less than eighteen (18) years of age) with the goal of increasing the overall safety and well being of passengers that are being served. For service to Proms and similar type events involving minors, a written Agreement that acknowledges these collective rules and procedures is required. This Agreement must be signed by the adult parent, or legal guardian, Customer that is scheduling the service, and by all the passengers that will be using the service. The Customer must sign the Agreement in advance and each of the passengers must sign at the time they are picked up.

- 1) The SSLT Company will always make the safety of the passengers the number one priority during the delivery of transportation services. The SSLT Company therefore maintains a zero tolerance compliance policy in regards to any passenger conduct that a reasonable person would judge as presenting a danger to themselves or any other member of their party. All passengers must therefore strictly abide by the following rules:

- Seatbelt systems must be used whenever the vehicle is in motion.
- Vehicle doors must remain closed whenever the vehicle is in motion.
- Hanging or yelling out of any vehicle window is prohibited at all times.
- Fighting, taunting, and horse playing, while in or around the vehicle, is prohibited at all times.
- Dangerous and/or intoxicated behavior, while in or around the vehicle, is prohibited at all times.
- Nudity and/or sexual activity, while in or around the vehicle, is prohibited at all times.
- Disrespecting the Driver and/or disobeying the Driver safety instructions, is prohibited at all times.

If any of these rules are documented as violated to a degree that a real danger is being presented to any of the passengers, or the Driver, the Driver will have the right, at his/her judgment and discretion, to terminate the service and to immediately return all passengers to their points of origin. In the event of such a termination of services, the Customer will be liable for the total charges that would have been required for delivering all the prearranged travel, plus a 20% Driver gratuity.

- 2) The SSLT Company will always strictly enforce all State and Federal Laws relevant to the delivery of transportation services. The SSLT Company therefore maintains a zero tolerance compliance policy in regards to the improper use or possession of any alcoholic beverages, illegal drugs, intoxicating substances, illegal devices, or dangerous substances during the delivery of transportation services. All passengers must therefore strictly abide by the following rules:

- Alcoholic beverages may not be consumed or possessed if any member of the party is less than twenty-one (21) years of age.
- Illegal drugs or intoxicating substances may not be consumed or possessed.
- Illegal devices or dangerous substances may not be used or possessed.

Note that all U.S. law enforcement agencies have the absolute rights and power to stop any motor vehicle for administrative searches. If any illegal contraband is found aboard, even in negligible quantities, law enforcement can seize and forfeit this vehicle to a local government agency. All law enforcement agencies are aggressively enforcing this policy. Therefore no person shall be allowed to bring such contraband aboard vehicles that are owned and/or operated by the SSLT Company. Further, the Driver shall have the right, at his/her discretion, to inspect passenger bags for illegal contraband at any time. If the Driver discovers illegal contraband, the service will be terminated immediately and the passengers will be returned to their points of origin. In the event of such a termination of services, the Customer will be liable for the total charges that would have been required for delivering all the prearranged travel, plus a 20% Driver gratuity.

V. Limits of Liability in Providing Transportation Services

The following limits in liability apply to transportation services delivered by the SSLT Company.

- 1) The SSLT Company quotes all fare rates upfront and are all inclusive in that the quoted fare rate will not change unless it is subsequently determined that there were significant inaccuracies in the travel parameters (e.g., incorrect destination address) that were provided in the original service request, or that new transportation fee requirements arose that were not reasonably foreseeable, or predictable, at the time of the reservation (e.g., rapid increase in retail fuel prices, mandatory parking requirements at unfamiliar locations, tolls roads outside the Triangle area, etc.). In the case of the later, the SSLT Company reserves the right to add surcharges ONLY for the direct costs that are imposed upon them that are absolutely necessary to provide the promised service and that were reasonably unforeseeable, or unpredictable, at the time the reservation was made by the Customer.
- 2) The SSLT Company shall assume no responsibility for failure to delivery the promised services when the failure was caused by circumstances beyond its control including, but not necessarily limited to, weather, road conditions, traffic accidents or congestion, and mechanical breakdowns.
- 3) The SSLT Company shall assume no responsibility for damage to baggage, or to items contained therein, that occurs through the normal course and procedures typically used for loading or unloading.
- 4) The SSLT Company shall assume no responsibility for lost baggage or personal belongings, or for any other items left in the vehicle. However, we will contact the owner regarding any property found in the vehicle after the service was rendered, and return it to the property owner at the earliest convenience.
- 5) The SSLT Company shall assume no responsibility for injuries to persons or damage to personal property that results from unruly conduct or actions (e.g., fighting, horseplay, etc.) committed by the Customer, members of the Customers party, or other persons that they may come into contact with during the rendering of the transportation services.
- 6) The SSLT Company shall provide transportation services primarily in the Triangle area of North Carolina according to the terms and conditions of this Agreement. This Agreement shall in all respects be governed by and construed in accordance with the laws of the State of North Carolina, without regard to any conflict of laws provisions thereof.