

Tech Tip Tuesday—January 6, 2026

Terms and Conditions/Cancellation Policy

When you print or email a Trip Confirmation from Livery Coach, there is room at the bottom for your Terms and Conditions, Cancellation Policy, or whatever else you want to call it.

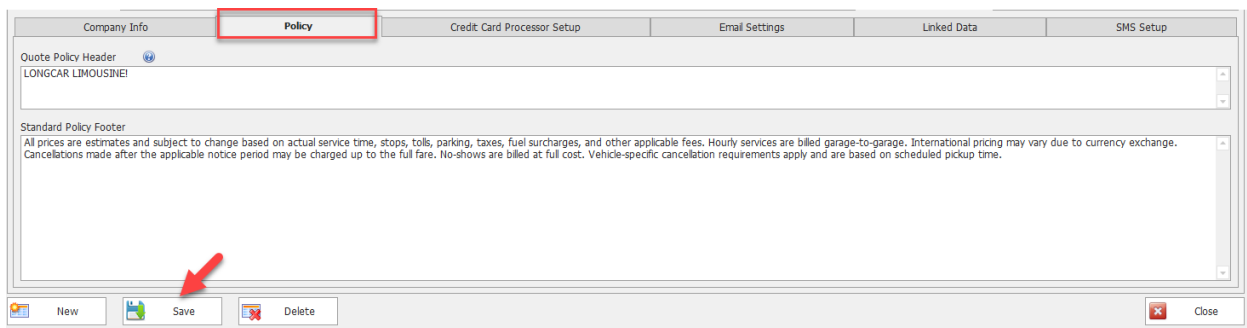
Cancellation Policy

All prices are estimates and subject to change based on actual service time, stops, tolls, parking, taxes, fuel surcharges, and other applicable fees. Hourly services are billed garage-to-garage. International pricing may vary due to currency exchange.

Cancellations made after the applicable notice period may be charged up to the full fare. No-shows are billed at full cost. Vehicle-specific cancellation requirements apply and are based on scheduled pickup time.

[Need to make a change? Login to our booking tool by clicking here.](#)

If you want to modify this text, you navigate to Setup->Owner List, select the Owner from the list at the top (if you have more than one), and then edit the text in the Standard Policy Footer box. Be sure and click Save after your edits.



The screenshot shows a web application interface with a top navigation bar containing tabs for 'Company Info', 'Policy', 'Credit Card Processor Setup', 'Email Settings', 'Linked Data', and 'SMS Setup'. The 'Policy' tab is selected and highlighted with a red box. Below the navigation bar, there are two text input areas: 'Quote Policy Header' and 'Standard Policy Footer'. The 'Quote Policy Header' area contains the text 'LONGCAR LIMOUSINE!'. The 'Standard Policy Footer' area contains the text: 'All prices are estimates and subject to change based on actual service time, stops, tolls, parking, taxes, fuel surcharges, and other applicable fees. Hourly services are billed garage-to-garage. International pricing may vary due to currency exchange. Cancellations made after the applicable notice period may be charged up to the full fare. No-shows are billed at full cost. Vehicle-specific cancellation requirements apply and are based on scheduled pickup time.' At the bottom of the form, there are three buttons: 'New', 'Save', and 'Delete'. A red arrow points to the 'Save' button. A 'Close' button is located in the bottom right corner of the form area.

If you enter text in the “Quote Policy Header” box, then this text will also appear when the trip is saved with the status of “Quote”.

Cancellation Policy

LONGCAR LIMOUSINE!

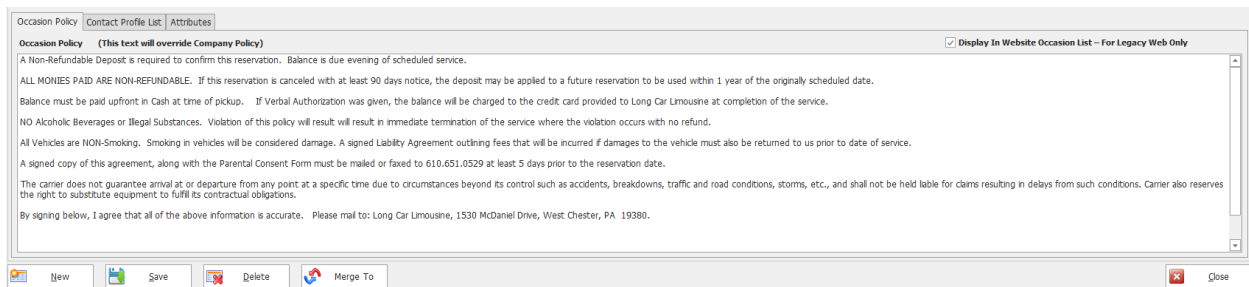
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This policy will appear at the bottom of all confirmations UNLESS there is an Occasion assigned to the trip and the Occasion has its own “override” policy.

To set a policy for a specific occasion, navigate to Setup->Maintain->Occasions, select the desired Occasion, and enter your policy in “Occasion Policy” box.



Then, when you have a trip with that occasion, different text will appear at the bottom of your confirmation.

Cancellation Policy

A Non-Refundable Deposit is required to confirm this reservation. Balance is due evening of scheduled service.

ALL MONIES PAID ARE NON-REFUNDABLE. If this reservation is canceled with at least 90 days notice, the deposit may be applied to a future reservation to be used within 1 year of the originally scheduled date.

Balance must be paid upfront in Cash at time of pickup. If Verbal Authorization was given, the balance will be charged to the credit card provided to Long Car Limousine at completion of the service.

NO Alcoholic Beverages or Illegal Substances. Violation of this policy will result will result in immediate termination of the service where the violation occurs with no refund.

All Vehicles are NON-Smoking. Smoking in vehicles will be considered damage. A signed Liability Agreement outlining fees that will be incurred if damages to the vehicle must also be returned to us prior to date of service.

A signed copy of this agreement, along with the Parental Consent Form must be mailed or faxed to 610.651.0529 at least 5 days prior to the reservation date.

The carrier does not guarantee arrival at or departure from any point at a specific time due to circumstances beyond its control such as accidents, breakdowns, traffic and road conditions, storms, etc., and shall not be held liable for claims resulting in delays from such conditions. Carrier also reserves the right to substitute equipment to fulfill its contractual obligations.

By signing below, I agree that all of the above information is accurate. Please mail to: Long Car Limousine, 1530 McDaniel Drive, West Chester, PA 19380.

Signature of Parent or Guardian

Date

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