

MERIDIAN FLEET CHICAGO

Cancellation and Service Agreement

Version 2026-09-30 | Effective September 30, 2026

Phone (224) 801-3090 | meridianfleetchicago.com/cancellation-policy/

HOW YOU ACCEPT THIS AGREEMENT

This agreement and our Terms of Service (meridianfleetchicago.com/terms/) form one contract. You accept them in any of these ways: (a) accepting the terms box in our online booking form; (b) paying a quote, invoice, or payment link we send you; (c) confirming a booking by phone, text, or email after we send you a link to these terms; or (d) riding in a vehicle dispatched for your reservation. Your acceptance is an electronic signature under the federal E-SIGN Act (15 U.S.C. 7001 et seq.) and the Illinois Uniform Electronic Transactions Act (815 ILCS 333). The person who books accepts for every passenger in the party and, for a company booking, for the company, and confirms they are 18 or older and authorized to use the payment card. We keep the booking, payment, message, and dispatch records for your reservation.

1. WHAT YOU ARE BUYING

Prepaid in-person chauffeur transportation (ground transport). Not a parcel, not a digital download. No carrier tracking number applies.

2. QUOTES, PRICING AND AVAILABILITY

A quote is an estimate, not a reservation. Every quote is subject to our review and to vehicle and chauffeur availability until we confirm the trip with a confirmation number. A quote is valid for 7 days or until the vehicle is booked by someone else, whichever comes first. If a quote or confirmation contains a pricing error, or the vehicle becomes unavailable before your trip, we offer the corrected price or a vehicle of the same class; if you decline, or we can offer neither, we cancel and refund 100% of what you paid for that trip, and that refund is our only obligation. Once confirmed, the price changes only if you change the trip (date, time, route, hours, stops, passengers, or vehicle). Your quote shows the total before you pay, including any date premium (Saturdays, holidays, and peak dates such as prom and graduation season), taxes, fees, and optional extras you add. Tolls, parking, and airport fees incurred on your trip are billed at cost. We never charge or add a gratuity.

3. TIER A - SEDANS AND SUVs

Airport transfers, point-to-point, and hourly. Deposit or full payment at booking; any balance is charged no later than 72 hours before pickup.

- 3 days (72 hours) or more before pickup: free full refund
- At least 24 hours but less than 72 hours: 50% charge, remainder refunded
- Less than 24 hours or no-show: full fare

4. TIER B - STRETCH, SPRINTER, PARTY BUS, TROLLEY, COACH

- 14 days or more before pickup: free full refund
- At least 7 days but less than 14 days: 50% refund
- At least 72 hours but less than 7 days: 25% refund
- Less than 72 hours or no-show: full fare

Executive shuttles: 5 days or more, full refund; at least 48 hours but less than 5 days, 50% refund; less than 48 hours or no-show, full fare.

5. TIER C - WEDDINGS, CORPORATE, MULTI-VEHICLE

30% non-refundable deposit at booking; final balance due 14 days before the event. If we sign a separate written event contract with you, its terms control where they differ.

- 30 days or more before the event: deposit kept, anything paid beyond it refunded
- At least 14 days but less than 30 days: deposit plus 50% of the remaining balance
- Less than 14 days or no-show: full event total

6. HOW CANCELLATION TIMING WORKS

A cancellation takes effect when we receive it by phone at (224) 801-3090, by email at info@meridianfleetchicago.com, or by reply to your confirmation; we confirm it in writing. Windows are measured back from the scheduled pickup time, Chicago time. Tolls, parking, and airport fees not yet incurred are always refunded. If you move a trip to a new date or time, the cancellation window is measured from the earlier of the original and the new pickup time. Chauffeur arrival is taken from the dispatch app stamps and, where available, the vehicle's GPS record. A no-show is when no one in your party meets the chauffeur by the end of the complimentary wait in section 11 and you have not reached us to delay or cancel; the chauffeur may then leave and the full fare applies.

7. WEATHER, FLIGHTS AND EMERGENCIES

Cancellation fees are waived in full when, for your pickup time and county: (a) the National Weather Service has issued a Blizzard, Ice Storm, or Tornado Warning; (b) a government authority closes the roads on your route or orders people not to travel; or (c) your airline cancels your flight (send us the flight number or the airline notice). Delayed flights are not cancellations: we track arrivals and adjust pickup at no change fee. Other weather, traffic, and a third party cancelling your event (a venue, concert, or party) are not waiver events; the normal tier applies. If we decide conditions are unsafe to operate, we cancel and refund in full.

8. VEHICLE BREAKDOWNS, SUBSTITUTIONS AND DELAYS

Vehicles are machines and can break down despite scheduled maintenance. If a vehicle develops a mechanical problem, we contact you as soon as reasonably possible and attempt to provide a substitute vehicle of the same class and marque as the one you booked. If your reservation named a specific vehicle (for example, a specialty or exotic vehicle) and we cannot provide that vehicle or one of the same class and marque, the substitute does not satisfy the reservation and we refund the full fare paid for that trip on request. A higher-cost vehicle of a different class or marque is not automatically "comparable" or an "upgrade" for this purpose. If we can offer only a lower class of vehicle, you may refuse it for a full refund or accept it and receive the price difference back. If no vehicle arrives within 30 minutes of the scheduled pickup time because of us, and we have not agreed a new time with you, you may cancel for a full refund. If we cannot perform part of the service, we refund the unperformed portion. Documented, timestamped attempts to reach you (calls, texts) about a substitution satisfy our obligation to seek your input, even without a response from you. We may cancel a confirmed trip for safety or when we cannot provide a vehicle; we then refund 100% of what you paid for that trip. We are not liable for delay or failure caused by events outside our reasonable control, including severe weather, road closures, accidents, police or government action, airport restrictions, strikes, public-health orders, and network or utility outages; if such an event stops the trip, we refund the unperformed portion. Our liability for a delay, breakdown, substitution, or cancellation is limited to a refund of the fare collected for the affected trip; we are not liable for indirect or consequential losses (a missed flight, event,

or ceremony, or third-party costs such as photography, venue, or ticket fees). Nothing here limits liability that Illinois law does not permit us to limit, including for personal injury caused by our negligence.

9. POST-TRIP CHARGES

Cleaning, damage, smoking, extra time, and extra stops are set out in section 11 and in our Terms of Service. For any amount charged after the trip we send an itemized notice (with photos for cleaning or damage) within 48 hours of the trip, and you may dispute it with us within 7 days of that notice. By booking, you authorize us to charge the card on file for these amounts.

10. HOW TO CANCEL OR RAISE A PROBLEM

Call (224) 801-3090, email info@meridianfleetchicago.com, or reply to your confirmation.

During the trip: tell the chauffeur or call us right away if anything is wrong (a late vehicle, the wrong vehicle, a cleanliness, comfort, or conduct issue). Most problems can only be fixed while they are happening: we can send another vehicle, change the route, or adjust the trip. A problem we were not told about during the trip, when we could have fixed it, is harder for us to verify and correct.

After the trip: email us within 7 days after the scheduled drop-off with the reservation number, the trip date, what happened, and any photos, so the vehicle, chauffeur, and dispatch records are still fresh. This written notice, and a fair chance to make it right, is a condition of any service-quality refund or credit under this agreement. We acknowledge your message within 1 business day and give you a written answer within 5 business days (or tell you why we need longer).

Depending on what happened, we may refund the affected portion, credit a future trip, or re-perform the service. This section does not limit or shorten any right or time limit that the law (including the federal Fair Credit Billing Act) or your card network gives you.

Please contact us first about any billing concern; we can usually resolve it faster than a card dispute. This does not limit your rights with your card issuer.

11. WAIT TIME AND EXTRA TIME (TRANSFERS AND HOURLY)

The clock is the chauffeur app on your trip: Arrived, Picked Up, Completed. We bill extra time only from those stamps. Tapping every button in the same minute is not extra time.

Airport pickups (from O'Hare, Midway, or another airport): 60 minutes complimentary wait after the chauffeur arrives. After 60 minutes, wait is \$1 per minute for sedans and SUVs, \$2 per minute for stretch, Sprinter, mini bus, party bus, and coach.

All other transfers: 15 minutes complimentary after scheduled pickup or chauffeur arrival, whichever is later. Same per-minute rates after that.

Hourly: billed time starts at Picked Up and ends at Completed. The hours you booked are the minimum. Extra time is billed in 15-minute increments at that vehicle's hourly rate.

Extra stops: on hourly trips there is no per-stop fee, and time at a stop counts toward your hours. On airport and point-to-point transfers, each unscheduled extra stop is \$40. We collect extra time and extra stops after the trip from the card on file. Call (224) 801-3090 if a stamp looks wrong before we charge.

12. CARD DISPUTES

If a trip was performed as booked, we respond to a card dispute with this agreement, your booking and payment records, your messages with us, the dispatch timeline (Arrived / Picked Up / Completed), and, where available, the vehicle's GPS record. If you open a dispute without contacting us first, we will still work with you to resolve it. If the card issuer decides the dispute in our favor, the charge stands; we may decline future bookings from an account that disputes trips it received, and an amount still owed may be pursued through lawful collection. If we find we made a mistake, we refund it without waiting for the dispute to finish. Card-network dispute rights are not waived.

13. REVIEWS AND FEEDBACK

We welcome honest reviews on any site, positive or negative. If something went wrong, we ask (but do not require) that you contact us first so we have a chance to put it right; we answer within 1 business day. Nothing in this agreement restricts or penalizes an honest review, no fee or charge ever applies because of a review, and we never make a refund or credit conditional on removing or changing one. We may reply publicly to a review with the facts of the trip, without sharing your payment details or other private information.

14. PASSENGERS, SAFETY AND CONDUCT

Capacity: the number of passengers may not exceed the vehicle's seated capacity, and every passenger must use a seat belt where one is fitted.

The chauffeur may refuse passengers over the booked count or the vehicle's capacity; if a larger vehicle is available, you may move to it at its rate.

Minors: passengers under 18 travel with a responsible adult unless we agree otherwise in writing (for example, a prom booking made by a parent or guardian, who is responsible for the group). Illinois law requires children under 8 to ride in an appropriate child restraint; request car seats at least 48 hours before pickup, as set out in our Terms of Service.

Alcohol, drugs and behavior: no one under 21 may drink alcohol in the vehicle, and no illegal drugs are allowed. The chauffeur may refuse to carry a passenger who is so intoxicated that they are a safety risk, and may end the trip without refund of the unused time for underage drinking, illegal drugs, violence, harassment, damage, or behavior that endangers anyone. The chauffeur then stops at a safe, lit, public place (or your destination if it is nearby), never leaves a minor or an incapacitated passenger alone, and calls emergency services where someone is at risk. Illness or vomiting in the vehicle is a cleaning charge under section 9.

Service animals and accessibility: service animals ride with their handler at no charge. Other pets travel only with our approval in advance. Tell us at booking if anyone needs a wheelchair-accessible vehicle or other help so we can send the right vehicle.

Route: the chauffeur chooses the route for safety and traffic, and you may ask for a specific route. A point-to-point fare does not change with the route; hourly time is billed from the dispatch stamps in section 11.

Cameras: vehicles may have cameras that record video inside and outside the vehicle and GPS location, for safety and to resolve disputes. We do not record audio of private conversations without consent.

Accidents and injuries: if anyone is hurt or the vehicle is in an accident, tell the chauffeur and call us right away, and seek medical care. We report it to our insurer and keep the trip records.

15. YOUR INFORMATION, TIMING AND BELONGINGS

Information you give us: you are responsible for an accurate pickup address and time, flight number, passenger count, luggage, and a phone

number that works on the day of travel. We contact that number about your trip. If wrong or missing information causes a late or missed pickup, the cancellation and no-show terms apply, and a change of address or time on the day is billed as extra time or distance.

Allow enough time: we plan the pickup from the information you give us. If the party is late to the vehicle, adds stops, or chooses a pickup time later than we recommend, we are not responsible for a missed flight, event, or connection. Oversized luggage and equipment must fit the vehicle and should be listed at booking.

Belongings: please check the vehicle before you leave it. Except where the law says otherwise, we are not responsible for items left in a vehicle. We hold found items for 30 days for free pickup by appointment; if you ask us to send an item, we quote the delivery or shipping cost first and charge it only after you approve it.

16. PAYMENT, THIRD-PARTY BOOKINGS AND PARTNER VEHICLES

Booking for someone else: the person or company that books is responsible for all charges under this agreement, and every rider must follow section 14.

Card verification: we may ask the cardholder to confirm a booking (for example, a matching billing address, a call to the phone on file, or a photo ID) before we dispatch. If we cannot verify the payment, we cancel the booking and refund the card in full. We refund charges made with a card used without the cardholder's permission to that card.

Partner vehicles: at times we arrange a trip with a licensed and insured partner operator, in a vehicle of the class you booked. These terms still apply to your booking, and you deal with us about it.

17. ILLINOIS LAW AND OUT-OF-STATE CUSTOMERS

Illinois law governs this prepaid ground-transport contract (service performed in Illinois unless we agree otherwise in writing). Venue: the state or federal courts in Cook County, Illinois, except that either party may bring a claim in small-claims court where it qualifies.

18. WHICH DOCUMENT CONTROLS

If documents differ, this order controls: (1) a written event contract signed by both parties; (2) this agreement, including the tier for your vehicle; (3) our Terms of Service; (4) other pages of our website. A verbal statement does not change these terms unless we confirm it in writing. The version in effect when you book governs that booking. If

any part of this agreement is unenforceable, the rest still applies.

Phone (224) 801-3090.