

## Terms and Conditions for Chauffeuring Services

These terms and conditions ("Agreement") govern the use of chauffeuring services provided by KESI CHAUFFEUR LTD to its customers. By booking or using the services of the Company, Clients agree to be bound by these terms and conditions. Please read this Agreement carefully before booking or using our services.

1. Service Provision: a. The Company provides chauffeuring services, including transportation in luxury vehicles, to Clients as per their booking request. b. The Company will make reasonable efforts to ensure prompt and reliable service, subject to factors beyond its control such as traffic, road conditions, and weather.
2. Booking and Payment: a. Clients must provide accurate and complete information when booking a service, including pick-up and drop-off locations, date, time, and any special requirements. b. Clients are responsible for providing valid contact information and ensuring its accuracy. c. Payment for services is due at the time of booking, unless otherwise agreed upon in writing. d. The Company accepts various payment methods, including credit cards, debit cards, and electronic transfers. Payment details will be provided during the booking process. e. Any additional charges incurred during the service, such as tolls, parking fees, or extra waiting time, will be added to the total fare and charged to the Client.
3. Cancellations and Changes: a. Clients may cancel or modify their booking subject to the Company's cancellation policy, which will be communicated at the time of booking. b. The Company reserves the right to charge a cancellation fee if the Client cancels the booking outside the allowable cancellation period or fails to show up at the designated pick-up location. c. The Company may, in its discretion, cancel or modify a booking due to unforeseen circumstances or events beyond its control. In such cases, the Client will be notified as soon as possible, and any prepaid fees will be refunded.
4. Client Responsibilities: a. Clients are responsible for being ready at the designated pick-up location at the agreed-upon time. b. Clients must treat the chauffeur and the vehicle with respect and adhere to any instructions or rules provided by the chauffeur. c. Clients must not engage in any illegal activities, behave in a disorderly manner, or cause damage to the vehicle. Any damage caused will be the Client's responsibility and may incur additional charges.
5. Liability and Insurance: a. The Company maintains appropriate insurance coverage for its vehicles and chauffeurs. b. The Company will not be liable for any loss, damage, or injury sustained by Clients or their belongings during the provision of its services, except where such loss, damage, or injury is a direct result of the Company's negligence or misconduct.
6. Privacy: a. The Company respects the privacy of its Clients and handles their personal information in accordance with applicable privacy laws. b. The Client's personal information will be used for the purpose of providing the requested services and will not be shared with third parties unless required by law.
7. Governing Law and Jurisdiction: a. This Agreement shall be governed by and construed in accordance with the laws of [Jurisdiction]. b. Any disputes arising out of or in connection with this Agreement shall be subject to the exclusive jurisdiction of the courts of [Jurisdiction].

By booking or using the services of the Company, Clients acknowledge that they have read, understood, and agreed to be bound by these terms and conditions.

