SKYRUN LIMO LLC

CHAUFFEUR SERVICE & BOOKING POLICY

Professional Chauffeur Transportation

Effective Date: [INSERT EFFECTIVE DATE] **Last Updated:** [INSERT LAST-UPDATED DATE]

Draft for business review. Complete marked details and obtain appropriate U.S. legal review before publication.

1. Purpose and Scope

This policy explains how customers request, arrange, and use chauffeur transportation services provided by Skyrun Limo LLC (“Skyrun,” “we,” “our,” or “us”). It supplements the Terms & Conditions, Cancellation Policy, and Refund Policy.

Skyrun provides transportation with a professional chauffeur. It does not offer self-drive or car-only rental services under this policy.

2. Available Services

Subject to availability and applicable requirements, Skyrun may provide airport transfers, O’Hare Airport transportation, corporate travel, wedding transportation, sports-event transportation, special-event transportation, hourly chauffeur service, point-to-point transportation, city-to-city transportation, state-to-state transportation, and long-distance transportation. Not every service or route is available for every date, time, or vehicle.

3. Fleet and Vehicle Categories

Current fleet information provided for Skyrun includes the 2027 Ford Expedition (Luxury SUV), 2025 Mercedes-Benz E350 (Luxury Sedan), and 2026 Mercedes-Benz GLC 300 (Luxury SUV).

Actual vehicle availability must be confirmed for each booking. Listing a vehicle does not guarantee availability for a particular journey. Verify vehicle photographs, specifications, passenger capacity, and luggage capacity before publication. Substitutions are handled according to confirmed booking terms and applicable law.

4. How to Request a Ride

Customers may submit a ride enquiry through the website, telephone, email, or another officially supported channel. Information requested may include name and contact details, service type, pickup and destination, travel date and time, passenger count, preferred vehicle category, return-trip details, flight information, stops, luggage, accessibility requirements, and other instructions.

Customers should provide accurate and complete information. Skyrun may ask follow-up questions before preparing a quote.

5. Review and Confirmation

Skyrun may review the request, availability, route, vehicle requirements, and other relevant factors, and may provide a quote or request more information.

Submitting a request is not a booking confirmation. A ride is confirmed only when Skyrun communicates acceptance through its designated booking-confirmation process. Customers should retain the confirmation and review service details, price, payment requirements, and cancellation conditions.

6. Quotes and Service Changes

A quote should identify the service and price, plus material conditions such as duration, waiting time, additional stops, tolls, parking, taxes, and other charges where relevant. Expiry dates or availability conditions should be disclosed.

Changes to a confirmed ride require Skyrun's approval and may affect price or availability. Material changes should be communicated and accepted as required before taking effect.

7. Pickup and Drop-Off Details

Customers are responsible for accurate pickup and destination details, including addresses, entrances, terminals, meeting points, and other coordination information. Notify Skyrun promptly of changes to location, contact number, destination, or timing.

Arrangements remain subject to traffic restrictions, airport rules, property access, road closures, safety requirements, and lawful stopping or parking arrangements.

8. Airport Transportation

Customers should provide accurate flight information when requested, including airline, flight number, airport, arrival or departure details, and timing. The quote or confirmation should clarify the pickup arrangement, such as curbside, a designated meeting point, or another agreed location.

Flight delays, cancellations, diversions, early arrivals, baggage delays, and missed connections may affect pickup arrangements. Flight monitoring, included waiting time, additional waiting charges, and handling of flight changes must be stated in the applicable booking terms.

9. Waiting Time and Customer Delays

The agreed pickup time and any included waiting period should be specified in the booking confirmation. Customers should be ready at the agreed location and reachable by the contact number provided. Additional waiting charges or a no-show outcome may apply only as disclosed in the booking terms and permitted by law.

10. Passenger and Luggage Requirements

Customers must provide a reasonable estimate of passenger count and luggage. Capacity depends on the vehicle and configuration. Notify Skyrun in advance about oversized luggage, mobility equipment, child-seat requirements, or other special arrangements.

If actual needs exceed the confirmed arrangement, the booking may need to be revised. Proposed price or service changes should be communicated before proceeding where required.

11. Child Seats and Accessibility

Advise Skyrun of child-seat requirements, mobility assistance, accessibility needs, or other accommodations when requesting a quote. Availability and compatibility should be confirmed before the ride. Skyrun will handle requests in accordance with applicable law and confirmed arrangements.

12. Hourly Service and Additional Stops

Hourly service may be subject to a minimum duration, agreed service area, mileage or time limits, and additional charges. The quote should specify included hours, start and end arrangements, permitted stops or route, overtime rate if applicable, and material limitations.

Additional stops, route changes, and extended service are subject to availability and may change the price. Request approval before making material changes.

13. Corporate and Event Transportation

Corporate, wedding, sports-event, and other special-event services may require advance planning. The booking confirmation should identify the contracting customer, authorized contact, itinerary, payment responsibility, and special conditions.

If a third party arranges transportation, that party should ensure passengers receive relevant pickup and conduct instructions. Special-event cancellation and deposit terms must be disclosed before confirmation.

14. Chauffeur Conduct and Passenger Safety

Skyrun expects professional and respectful conduct. Passengers must follow reasonable safety instructions and must not engage in unlawful or dangerous conduct.

A chauffeur may take reasonable safety measures, including stopping at a safe location or declining to continue where continuing would create an unreasonable safety or legal risk, subject to applicable law and circumstances. Charges or refunds are determined under the booking terms and applicable law.

15. Delays, Weather, and Unexpected Events

Traffic, severe weather, road closures, airport conditions, emergencies, and other events may affect travel time or service availability. Skyrun will make reasonable efforts to coordinate transportation and communicate material disruptions.

Customers should allow appropriate travel time for flights, meetings, ceremonies, and scheduled events. Unless expressly agreed and legally supportable, Skyrun does not guarantee an exact arrival time or an outcome dependent on factors outside its reasonable control.

16. Cancellations and Refunds

Cancellations, late cancellations, no-shows, and refund eligibility are governed by the applicable Cancellation Policy, Refund Policy, and booking-specific terms. Review these policies before confirming a ride.

17. Personal Belongings

Customers are responsible for checking that they have collected their belongings. If an item is left behind, contact Skyrun promptly with a description, travel date, and booking reference.

Skyrun will make reasonable efforts to coordinate return where practicable. Any return arrangement or delivery charge must be communicated. Liability for lost or damaged property is subject to applicable law and circumstances.

18. Complaints and Service Issues

Contact Skyrun as soon as reasonably possible about a service issue. Provide the booking reference, travel date, description, and supporting information where available. Skyrun will review the matter and communicate next steps. A complaint does not automatically establish refund entitlement, but will be considered under the booking terms and law.

19. Contact Information

Skyrun Limo LLC | Email: skyrunlimo2428@gmail.com | Phone: +1 (872) 300-2173 | Phone: +1 (630) 237-8726

Business mailing address: [INSERT VERIFIED U.S. BUSINESS MAILING ADDRESS]

PUBLICATION REVIEW

Before publication, confirm vehicle capacities, booking confirmation procedures, waiting periods, airport pickup arrangements, child-seat provisions, hourly-service terms, additional charges, chauffeur operating practices, and relevant licensing or regulatory representations. The client should approve commercial rules and obtain qualified U.S. legal review.

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