

Service Policies

Last updated: July 2026 · www.hayatt.vip · +1 (415) 425-4396 · info@hayatt.vip

These Service Policies form part of the Hayatt Worldwide Terms of Service and apply to all reservations made through hayatt.vip, by phone or text at +1 (415) 425-4396, by WhatsApp, by email, or through our online booking system, including trips fulfilled by our licensed and insured affiliate operators. By booking with Hayatt Worldwide ("Hayatt"), you agree to the policies below.

01 Billing

- All quoted rates are confirmed in writing at the time of booking. Unless stated otherwise, quotes include the vehicle, chauffeur, standard fuel, and applicable taxes; gratuity, tolls, airport fees, parking, waiting time, additional stops, and route changes may be billed separately.
- A valid credit card is required to secure every reservation. By providing a card, you authorize Hayatt to charge the fare, any incidental fees described in these policies (cleaning, damage, overage, wait time), and applicable cancellation or no-show charges.
- Hourly charters are billed from scheduled pick-up to final drop-off, with a stated minimum number of hours by vehicle type. Time beyond the reserved period is billed in accordance with the Overages & Wait Times policy.
- Cancellation terms are provided at the time of booking and vary by vehicle type and event. Cancellations made after the stated deadline, and no-shows, are charged up to the full trip amount.
- Billing questions or disputes must be raised within 30 days of the trip date by contacting info@hayatt.vip or +1 (415) 425-4396. We will review and respond promptly. Chargebacks filed without first contacting us may be contested with trip records.

02 Car Seats

- California law (Vehicle Code §27360 et seq.) requires children under age 8 to be secured in an appropriate car seat or booster seat in the back seat, and children under age 2 to ride rear-facing (unless they weigh 40+ lbs or are 40+ inches tall). These requirements apply to trips in our vehicles, and safety is never optional with Hayatt.
- Parents or guardians are welcome to supply their own car seat. The accompanying adult is responsible for installing the seat and securing the child; chauffeurs cannot assist and final verification rests with the parent or guardian.
- Chauffeurs may decline to begin a trip if a child cannot be properly restrained as required by law. In that case the trip is treated as a late cancellation.

03 Cleaning

- Our vehicles are detailed before every trip. Passengers are expected to return the vehicle in reasonably the same condition.
- Ordinary tidying is included in every fare. Excessive cleaning — including spills, food or drink residue, mud, glitter or confetti, or any biohazard — is billed at a minimum fee of \$250, up to \$1,000 for interior sanitization requiring the vehicle to be taken out of service.
- Sickness inside the vehicle incurs a \$350 sanitization fee, which covers professional detailing and lost service time.

- The fee is charged to the card on file, and photographs documenting the condition are available upon request.

04 Damages

- The booking client is responsible for any damage to the vehicle caused by any member of their party, whether accidental or intentional. This includes burns, tears, stains, broken fixtures, damaged upholstery or trim, and damage to audio/visual or bar equipment.
- Repairs are billed at actual cost (parts and labor, documented by invoice), plus lost revenue if the vehicle must be removed from service. An estimate will be provided before charges over \$500 are processed.
- Tampering with, disabling, or damaging safety equipment (seat belts, emergency exits, cameras) results in immediate trip termination without refund, in addition to repair charges.

05 Drugs & Alcohol

- Illegal drug use or possession in any vehicle is strictly prohibited. Any violation results in immediate termination of the trip without refund, and law enforcement may be notified.
- Alcohol may be consumed in a vehicle only where permitted by California law and only by passengers 21 years of age or older, with valid ID. Where any passenger is under 21, alcohol may not be present in the passenger area.
- Chauffeurs are required by law to verify age and may confiscate or refuse to allow alcohol on board. Underage drinking results in immediate trip termination without refund, and parents/guardians of minors involved will be notified.
- Our chauffeurs never consume alcohol or controlled substances on duty — a zero-tolerance standard.

06 Lost Items

- Passengers are responsible for their personal belongings. Please verify the vehicle seats, pockets, and trunk before exiting.
- Hayatt and its affiliates are not liable for items left in vehicles, lost, or damaged during transport. However, we make every reasonable effort to locate and return found items.
- To report a lost item, contact us as soon as possible at +1 (415) 425-4396 or info@hayatt.vip with your trip date, vehicle, and item description. Found items are logged and held for 30 days.
- Recovered items can be picked up by arrangement or shipped at the owner's expense. A driver delivery of a found item is treated as a point-to-point transfer at the prevailing rate.

07 Miscellaneous

- Some vehicles displayed or dispatched may be operated by licensed and insured affiliate transportation partners selected to uphold Hayatt's service standards. These policies apply equally to affiliate-operated trips arranged by Hayatt.
- Hayatt's liability is limited to the value of the transportation service provided. We are not liable for delays caused by weather, traffic, road closures, mechanical issues, or events beyond our reasonable control, though we always work to minimize their impact.
- Vehicle images are representative; a comparable or upgraded vehicle of equal or greater capacity may be substituted when necessary to complete your trip.
- Service animals are always welcome. Pets are welcome in carriers with advance notice; a cleaning fee may apply for excessive hair or soiling.

- Hayatt reserves the right to update these policies; the version in effect on your trip date applies. If any provision is found unenforceable, the remainder stays in effect. These policies are governed by the laws of the State of California.

08 Overages & Wait Times

- Standard pick-ups include a 15-minute complimentary grace period. After the grace period, waiting time is billed in 15-minute increments at the vehicle's prevailing hourly rate.
- Airport pick-ups include a complimentary grace period of 30 minutes for domestic flights and 60 minutes for international flights after actual wheels-down, since we monitor your flight and adjust for delays where possible.
- If we cannot reach you within 30 minutes after the grace period expires (45 minutes at airports), the trip may be released as a no-show and charged in full.
- Hourly charters that run past the reserved end time are billed for additional time in 60-minute increments at the contracted hourly rate, subject to vehicle availability.
- Additional stops or route changes requested during a trip may incur additional charges.

09 Passenger Behavior

- We are proud to provide a professional, courteous, and safe environment, and we ask the same of our passengers. Abusive, threatening, or unlawful behavior toward the chauffeur or other passengers is not tolerated.
- Seat belts must be worn where equipped, and passengers must remain seated while the vehicle is moving. No part of the body may extend from windows or sunroofs, and nothing may be thrown from the vehicle — these are violations of California law.
- The chauffeur has full authority over the safe operation of the vehicle and may modify the route, pause the trip, or terminate service without refund if passenger conduct creates a safety risk or violates the law.
- The booking client is responsible for the conduct of all members of their party and for any resulting fees under the Cleaning and Damages policies.

10 Pick-up / Drop-off Locations

- Exact pick-up and drop-off addresses are confirmed at booking. Changes requested after confirmation are accommodated where feasible and may adjust the fare if distance or time changes.
- At airports, we offer curbside pick-up or meet-and-greet service at additional cost inside the terminal; your chauffeur's contact details and precise meeting instructions are sent before arrival. We monitor flights and adjust pick-up times for delays where possible.
- Chauffeurs will stage at the nearest safe, legal location. Where a requested location is inaccessible (gated venues, road closures, event traffic controls), the chauffeur will coordinate the closest practical alternative with you by phone or text.
- Any tolls, airport access fees, or parking charges required to complete pick-up or drop-off are included in your quote or itemized on your final receipt.

11 Seating Capacity

- Every vehicle has a stated maximum passenger capacity determined by the manufacturer, our insurance, and California law. Capacity is listed at booking and is strictly enforced — one seat belt per passenger, no exceptions.

- Chauffeurs cannot depart with more passengers than the vehicle's rated capacity. If your party exceeds capacity at pick-up, we will do our best to dispatch an additional or larger vehicle at the applicable rate, subject to availability.
- Children, including infants in car seats, count toward seating capacity.
- Luggage capacity varies by vehicle. Please tell us your luggage count and any oversized items (skis, golf bags, wheelchairs, strollers) at booking so we can confirm the right vehicle.

12 Smoking

- Smoking of any kind — including cigarettes, cigars, e-cigarettes, and vaping — is not permitted in any vehicle.
- Violation incurs a minimum \$300 deep-cleaning and deodorizing fee, plus lost service time if the vehicle must be taken out of service, billed under the Cleaning and Damages policies.
- On hourly charters, your chauffeur is happy to arrange stops so passengers may smoke outside the vehicle.

13 Trip Updates

- You will receive a booking confirmation with your trip details, and your chauffeur's name and direct contact information before pick-up. On the day of travel, we send status updates — including en-route and on-location notifications — by text, WhatsApp, or email.
- For airport pick-ups we track your flight in real time and automatically adjust for early arrivals and delays where possible, at no additional charge.
- Need to change a trip? Contact us anytime at +1 (415) 425-4396 (call, text, or WhatsApp) or info@hayatt.vip, hayatt.limo@gmail.com. Changes to time, location, vehicle, or passenger count are confirmed in writing; fare adjustments, if any, are quoted before the change takes effect.
- By booking, you consent to receive trip-related messages at the contact details provided. Message and data rates may apply; reply STOP to opt out of texts (trip-critical notices may still be sent by an alternative channel).

Contact

Questions about these policies: info@hayatt.vip · +1 (415) 425-4396 · Hayatt Worldwide, Redwood City, CA.

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