

Wait Time

We do not charge for baggage or flight delays. However, if it's not airline or luggage related, we do charge wait time. The amount depends on the vehicle you are driving. Wait time in minutes should be reported by the driver to the company to add to the customer's reservation, charge the card, and add it to driver pay. If you notice it didn't get added, please text Daniel and Maggie.

| | Per Hour | 30 Minutes | 15 Minutes | Per Minute |
|----------------------------|-----------------|-------------------|-------------------|-------------------|
| MKZ Wait Time | \$42.00 | \$21.00 | \$10.50 | \$0.70 |
| SUV Wait Time | \$63.00 | \$31.50 | \$15.75 | \$1.05 |
| Shuttle Wait Time | \$84.00 | \$42.00 | \$21.00 | \$1.40 |
| Shuttle and SUV | \$147.00 | \$73.50 | \$36.75 | \$2.45 |
| Two Shuttles | \$168.00 | \$84.00 | \$42.00 | \$2.80 |
| 30 Minutes Included | | | | |
| VIP Car Service | \$132.60 | \$66.30 | \$33.15 | \$2.21 |
| VIP SUV Service | \$165.60 | \$82.80 | \$41.40 | \$2.76 |

Common situations where we charge wait time include:

- Extra stops over 10 minutes. Only 10 minutes are included.
- Customer doesn't come out of their home at the pickup time and the driver waits for 30 minutes.
- Customer wants the driver to wait for them outside for an hour before returning to the pickup.
- Traffic delay due to a closed freeway, major accident or forest fires.

Quotes are just quotes, not flat rates. Although fare changes are uncommon, both the customer and the company are responsible for paying for any driver and vehicle time that is out of the ordinary. If the fare changes, we will email the customer a receipt and charge the difference to their card. If the card declines, you will be responsible for collecting cash from the customer and turning it in.