

**Aaron Luxe strives to be the most convenient way to ride in style. In order for us to accomplish this, we've established some policies in regards to our bookings. This helps us keep everything running smoothly.**

## **SPECIAL EVENTS**

When you book a Luxe, we want to make sure you get to enjoy it. And that means not having to rush. For this reason, we must insist upon a one hour minimum booking, per pick-up, for all special events. We do this to ensure your vehicle is available, refreshed and ready to take your event up a notch. These minimums do not apply for point-to-point trips or incidental bookings made on our app. However, these types of bookings are subject to availability as we prioritize special event bookings.

## **CANCELLATIONS / LATE TO PICK-UP**

There is no penalty for cancellations made prior to the arrival time. If we've arrived at your pick-up location (and remember, we are always early) then the minimum hourly rate will apply. If something's held you up after we've arrived, we will do our very best to accommodate, however, time is billed based on the originally booked pick-up time. In either case, please let us know as soon as it's convenient if your plans have changed.

## **ITEMS LEFT BEHIND**

We do our very best to ensure you leave everything you came with. We cannot, however, accept responsibility for items left behind. If you do believe you've misplaced something, please contact us right away and we'll attempt to expedite the item to you. Delivery charges may apply.

## **PETS / ANIMALS**

Except for service animals, we can only accept pets or animals that are crated. This helps us ensure an excellent riding experience for everyone who rides in a Luxe.

## **ALCOHOL & INTOXICATION**

Open alcohol containers are not permitted in any vehicle in Ontario. As such, your driver will be compelled to confiscate any open containers he observes. Disorderly conduct, stemming from any intoxicant, could lead to ejection from the vehicle.

## **CAMERAS MAY BE RECORDING**

Due to insurance requirements, your vehicle may be equipped with an inward facing camera. The footage from this camera is considered privileged and will only be viewed in the event of a traffic, safety-related or criminal incident. It will only ever be shared with law enforcement if requested. You can find out more about our commitment to passenger privacy at [aarongroup.ca](https://aarongroup.ca)