ANTRIM CHARTERS

Booking, Rates, Payment & Cancellations

Website Policy 1

Effective September 1, 2026

This policy forms part of Antrim Charters' website service policies. A quote, invoice, or written agreement may include additional service-specific details. The terms supplied to the client at the time of booking apply to that booking.

Quotes and charges

Services are charged at the hourly rate, flat rate, minimum service period, or other amount shown in the client's quote or invoice. Quotes are based on the information provided when the service is requested. A standard $49 cleaning fee normally applies to everyday services unless the quote or invoice states otherwise.

Payment

Unless Antrim Charters approves another arrangement, invoices are generally due approximately one week before the scheduled service and must be paid before service begins. At its discretion, Antrim Charters may allow returning, preferred, established, corporate, community, school, non-profit, or otherwise approved clients to pay after service is completed.

Wedding and social-event reservations

A $99 reservation fee is required to confirm and hold a wedding or social-event booking. This fee is separate from the standard cleaning fee unless the quote or invoice states otherwise. The reservation fee is part of the amount paid and follows the cancellation and refund terms below. Minimum daytime and nighttime service charges are normally invoiced before the event. Additional time is invoiced afterward at the applicable hourly rate.

Changes and additional time

Material changes to the itinerary, service time, passenger count, vehicle requirements, or requested services may change the price. Service extending beyond the confirmed booking will be charged at the applicable rate and may be invoiced after the trip or event.

Client cancellations and refunds

Clients should send cancellation requests in writing, including by email, so there is a clear record. If a client cancels after paying an invoice but before transportation service has been provided, the client may request a refund of up to 90% of the amount paid. When no non-recoverable third-party or specifically approved trip costs have been incurred, the refund will be 90%, with Antrim Charters retaining 10% to cover banking, scheduling, and administrative costs. If unavoidable costs have already been incurred or part of the transportation service has been provided, the refund may be lower and Antrim Charters will explain the calculation.

If Antrim Charters cannot provide the service

If Antrim Charters cannot provide the confirmed service and the client does not agree to a suitable replacement or revised arrangement, amounts paid for transportation service that was not provided will be refunded.

Acceptance

The client must review the applicable quote, invoice, and policies before service. An email response confirming that the client has read, understood, and accepts the terms is sufficient acceptance. Clients should keep a copy of the terms provided with their booking.

Important: This policy does not limit any right or obligation that cannot lawfully be limited. Antrim Charters may update this policy for future bookings, but the version supplied and accepted for an existing booking will continue to apply unless both parties agree otherwise.