

Meet and Greet Terms & Conditions

- **Bookings:**

Upon reserving a service with Sam Talwar, you will receive a confirmation email detailing all pertinent booking information. It is the responsibility of passengers to thoroughly review and confirm these details. Should any discrepancies be identified, please notify us promptly. Please be advised that services omitted due to incomplete, incorrect, or missing information provided by passengers are not eligible for service.

Bookings can be made by emailing our reservations office at:

Sandeep@SamTalwar.com or by calling 703.862.4518. Reservations can also be made by completing the order form and emailing the order form back to us. Once your booking is received, Sam Talwar will acknowledge it and confirm with a Greeter.

Only one modification to a confirmed reservation is permitted, regardless of whether it falls inside or outside the cancellation period. Any further changes will incur an additional fee. All requests to amend or cancel must be submitted in writing via email to **Sandeep@SamTalwar.com**. An amendment or cancellation is only valid once you receive confirmation from Sam Talwar staff. Service starts an hour before the scheduled arrival, connection, or departure time.

Changes or cancellations made outside normal business hours will be handled the next business morning and may incur full charges.

- **Group Bookings:**

Groups larger than five require two greeters. All Meet and Greet bookings must include a local contact number. Full charges are incurred if the passenger does not show up.

If a single Greeter is meeting a group arriving in multiple vehicles, they should wait for everyone before entering the terminal to avoid extra charges. If the Greeter guides passengers separately due to group requests and must re-enter after returning curbside, each trip through security counts as a separate billable service. Group rates are available on request. Meet and Greet arrangements must be made at least 4 days before service starts, which commences one hour before passenger arrival.

- **Baggage:**

Passengers must provide Sam Talwar with an accurate baggage count at least 72 hours before travel. Extra unannounced bags will incur service and baggage fees. Due to COVID-19, some airports lack enough baggage handlers. Sam Talwar is not liable for lost, misplaced, or valuable items in checked or carry-on luggage.

Greeters will not assume responsibility for any personal belongings. Sam Talwar and our Greeters are committed to assisting with the necessary documentation should customers' luggage or possessions be left onboard an aircraft.

- **US Customs and Immigration:**

In accordance with CBP regulations, our Greeters are not authorized to enter the secure area of Customs. The international meet-and-greet service will commence at the Customs exit. Please note that our Greeters are not permitted to handle or carry passengers' baggage.

- **Greeter availability:**

Our Greeters are available to help starting two hours before domestic arrivals or departures, and three hours before international departures. They will be present on site one hour before arrival, or at a pre-arranged time with the passenger for departures. Greeter contact information is provided solely for coordinating services on the day of travel. It is strictly prohibited to contact Greeters outside the agreed service time, or to use their contact details for making new bookings or changing existing ones. If you arrive early at the airport for a departure date and the greeter is not available until the scheduled time, this does not count as a service failure by Sam Talwar.

- **Short Notice – Meet and Greet:**

Requests for meet and greet services must be submitted no less than 24 hours prior to the scheduled start time. Service commences one hour before the passengers' arrival or departure. A Greeter will be assigned to your short-notice request.

- **Inbound Flight Gate Assignments:**

Domestic and international flight gate assignments will be closely monitored by Sam Talwar. While every effort is made to stay informed of any changes, there may be rare occasions when an aircraft's gate assignment is altered without prior notice. In such cases, Greeters will make all reasonable efforts to meet passengers at the updated gate before they deplane. However, they cannot be held liable should circumstances prevent this.

- **Wheelchair Guide Service.**

Passengers requiring wheelchair support are advised to contact their airline carrier directly to arrange appropriate services. Please note that greeters are not authorized to operate wheelchairs. By utilizing the services of Sam Talwar, passengers acknowledge and agree that Sam Talwar, including its employees, agents, and subcontractors, shall not be liable for any consequential, special, or exemplary damage under any circumstances.

- **Drug and Alcohol:**

Drug use and alcohol consumption are strictly forbidden by law at Airport grounds. Customers can be denied boarding their flight/s. Customers are responsible for any fines they may incur. If there is suspicion of such behavior, the greeter may choose to leave, but the service will still be fully charged. In cases of clear misconduct or if the client becomes aggressive, Sam Talwar has the right to withdraw the Greeter and end the service without issuing a refund.

When using Sam Talwar's services, every passenger agrees that Sam Talwar and its employees, agents, or subcontractors, are not responsible for any special, consequential, or exemplary damages of any kind.

Sam Talwar is not responsible for customers' luggage or personal items left on the aircraft. Sam Talwar Services will make every reasonable effort to help customers retrieve forgotten luggage or belongings from aircraft.

Sam Talwar cannot be held liable for problems arising from flight delays, cancellations, bad weather, or other situations outside our control. We are also not responsible for the dependability of ground transportation.

Passengers and our greeters are required to follow all applicable federal, state, and local regulations at each airport. Sam Talwar is not liable for any passenger actions or incomplete documentation.

By engaging in the services of Sam Talwar, each passenger waives any claims against Sam Talwar, its employees, agents, or subcontractors. The customer further agrees to indemnify and hold harmless Sam Talwar, its employees, agents, and subcontractors for any breach of this agreement by the customer. When using the services of Sam Talwar, all passengers accept that Sam Talwar, including its employees, agents, and subcontractors, is not responsible for any special, consequential, or exemplary damages for any reason.

Additional surcharges may apply, including but not limited to the following:

- Changing the itinerary after the initial quotation.
- Making multiple alterations to a confirmed booking, regardless of whether these occur inside or outside the cancellation window.
- Arrivals or departures involving multiple cars coming separately for a Meet.
- Extra services requested by the client on the day of the Meet.
- Additional passengers not listed on the original booking. Customers are responsible for notifying our office if there are any extra passengers; otherwise, Sam Talwar retains the right to add applicable charges.
- Meets held between 10pm and 6am are subject to a night differential.

Meet and Greet Hours: Monday thru Sunday, 8:00 am –10:00 pm.
Reservations should be made at least 4 days ahead.

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- **Holiday Bookings: Holiday Rates Apply.**

Bookings scheduled on major holidays, weekends, or during significant national or international events: New Year's Day, Martin Luther King, Jr., Memorial Day, Washington's Birthday, Juneteenth Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Christmas Day.

Sam Talwar retains customers' personal data solely for the purpose of delivering tailored services. By booking with Sam Talwar, customers provide their consent for the use of such personal information. Sam Talwar Services is committed to upholding the highest standards of privacy and instructs all third parties engaged by Sam Talwar Services to respect the confidentiality of customer data. For further details, please consult our Privacy Policy.

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Note: Meet and Greet services at Washington Dulles International Airport require booking at least 4 days in advance. For bookings made less than 24 hours before the service, the fees are doubled. Cancellations must be submitted in writing with a minimum notice of 48 hours. Cancellations made within 24 hours of the scheduled service are non-refundable.

Note: Payment is required prior to provision of services. Net 30 is not accepted.

Note: Service fees are non-negotiable.

Credit Cards: There is a 5.00% convenience surcharge associated with the use of Credit Card.

Note: No show results in no refund.

Note: Please complete Meet and Greet Order Form and Email back to us.