

Artemis Limo Terms of Service (Clients)

Last revised: October 3, 2025

Hello and welcome to Artemis Limo.

These Terms of Service (the “Terms”) are a legally binding agreement between you (“Client,” “Passenger,” or “you”) and Artemis Limo LLC, including its owners, representatives, and affiliates (“Artemis Limo,” “we,” “us,” or “our”). By booking a ride with Artemis Limo through our website, booking system, or customer service channels, you agree to these Terms. If you do not agree, you may not use or access our services.

1. Our Services

Artemis Limo provides a booking platform for luxury transportation services in Houston, Texas, and surrounding areas. All rides are fulfilled by independent contractor drivers (“Chauffeurs”) who own and operate their own vehicles. Artemis Limo does not directly provide transportation but acts as an intermediary between you and the Chauffeur.

When you book with Artemis Limo, you are reserving transportation services provided by a Chauffeur who has met our qualification standards (insurance, licensing, and vehicle requirements).

2. Eligibility

To book with Artemis Limo, you must:

- Be at least 18 years of age, or a parent/legal guardian booking for a minor passenger.
 - Provide accurate contact and payment information.
 - Abide by these Terms and all applicable laws during your ride.
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3. Booking and Modifications

- Bookings must be made through the Artemis Limo website.
- Hourly bookings include a mileage cap of **50 miles per hour reserved**. Additional mileage will be billed at the applicable per-mile rate.
- Point-to-point bookings will be based on our published or quoted pricing.
- Changes to a booking (pickup time, location, additional stops) are subject to availability and may incur additional charges.

4. Cancellations and Refunds

- Cancellations must be made 12 hours prior to the scheduled pickup to avoid a cancellation fee.
- Refunds, if granted, will be at the discretion of Artemis Limo. If the cancellation is due to Chauffeur error, Artemis Limo may issue a refund or credit.
- No-shows or last-minute cancellations will be billed in full.

5. Payments

- Artemis Limo will provide a fare quote at the time of booking. This fare may include base charges, mileage, wait time, tolls, parking fees, surcharges, or cleaning fees.
- All payments are processed through the Artemis Limo booking platform. Payments are final and non-refundable except as stated in Section 4.
- Tipping your Chauffeur is optional but encouraged. Tips go directly to the Chauffeur.
- In the event of vehicle damage or excessive cleaning caused by a passenger, you agree to cover the associated costs.

6. Liability and Disclaimers

- Artemis Limo is not a transportation company. All transportation services are provided by independent Chauffeurs.
- Artemis Limo is not liable for delays due to traffic, weather, mechanical issues, road closures, or events beyond our control.
- Artemis Limo is not responsible for lost or forgotten items.
- Artemis Limo shall not be held liable for any indirect, incidental, or consequential damages arising from the use of our services.

7. Client Conduct

Clients and passengers must:

- Treat Chauffeurs and vehicles with respect.
- Follow all applicable laws, including seat belt and child restraint laws.
- Avoid any illegal, dangerous, or disruptive behavior during the ride.

Artemis Limo reserves the right to refuse service or terminate a ride if conduct endangers the Chauffeur, passengers, or vehicle.

8. Indemnification

You agree to indemnify and hold harmless Artemis Limo, its affiliates, and its Chauffeurs from any claims, damages, or expenses arising from your use of the service, violation of these Terms, or misconduct during the ride.

9. Force Majeure

Artemis Limo is not responsible for cancellations, delays, or failures caused by events beyond our reasonable control, including natural disasters, traffic incidents, accidents, strikes, or government restrictions.

10. Termination

Artemis Limo reserves the right to terminate or suspend access to our services at any time for violations of these Terms, fraudulent activity, or abusive conduct.

11. Governing Law and Dispute Resolution

These Terms shall be governed by the laws of the State of Texas. Any disputes shall first be addressed through good-faith negotiation. If unresolved, disputes may be settled in the courts of Harris County, Texas.

12. Entire Agreement

These Terms, along with any policies referenced (such as Privacy Policy or Cancellation Policy), constitute the entire agreement between you and Artemis Limo.