

Coastal Breeze Limousine, LLC



TCP: 20641

Need a Ride? Do it Right!

MEDIA RELEASE

Coastal Breeze Limo defends "Clean-Up" Bill to "Messy" Customers

February 9, 2012
Sacramento, CA

Contact: Eugene Ivanilov
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Charges recently have been aimed at our business by one media outlet on behalf of Limousine customers who vomited and spelt alcoholic drinks. These frivolous charges defy "Common Sense", ignore conditions of our business "Customer Agreement" and violate basic Common Law. It is charged that Coastal Breeze Limousine should not have billed for clean-up of customers' vomit and spelt alcohol. The following are our rebuttals to these unfortunate and ridiculous charges.

It is "Common Sense" that every customer should expect a clean, odor free limousine accommodating their special occasion. Vomit requires special treatment and "detailing" to eliminate. This "clean-up" process results in expenses, such as: labor costs, commercial grade chemicals, cleaning equipment, partial interior disassembly and vehicle downtime. Commercial vehicle downtime results in loss of income.

Spelt alcohol leaves stains, sticky surface, and if not treated immediately will result in an unpleasant rotten odor. Consistent with this common understanding, our business "Customer Agreement" provides that Coastal Breeze shall be entitled to receive reimbursement from any Customer for clean-up costs of such alcohol spelt in our business vehicles. Customer "assumes-the-risk" of passenger alcohol spills in Coastal Breeze Limousines. Removal of alcohol spills requires as thorough clean-up as any other stain, involving labor, chemical and equipment. Every respectable livery company will maintain their fleet pristine and competitive.

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It is commonly understood that any vehicle could be delayed to arrival point by road conditions, traffic delays, as well as Acts of God. Heavy road traffic conditions may preclude limousine arrival as scheduled. Consistent with this common understanding, our business "Customer Agreement" provides that Coastal Breeze will not be responsible for these "delays". Customer "assumes-the-risk" of these risks of "heavy traffic", adverse road conditions, etc. Thus, this specific claim which seeks to hold our business responsible for traffic delays is ridiculous in light of both "Common Sense" and the terms of our "Customer Agreement".

Overall, these frivolous charges not only ignored our business' "Customer Agreement", but also violated basic Common Law and defied "Common Sense". In light of foregoing rebuttals, the charges aimed at our business are shown to be both unfortunate and actually ridiculous to anyone of common understanding.