

M.A.K. WAVE, Inc.

17461 Irvine Blvd, Suite "T", Tustin, CA 92780
TEL (714) 731-2725

Thank you very much for choosing M.A.K. Wave to support your business. As our company policy, we set our terms of service as follows:

Terms of Conditions

1. Cancellation Policy

In principal, no cancellation fee occurs if you inform your cancellation three days prior to your reservation date (by 12:00AM). For cancellation occurring two days prior to the reservation date, 25% of the (total) fee will be charged. For cancellation one day prior to the reservation date, 50% of the total fee will be charged. For the cancellation on the reservation date, we will charge you full payment (100%)

2. First time customers

For first time customers, we will ask to keep your credit card for a security purpose. We will only keep it temporarily and will not deduct any charge from there. However, in case of any cancellation, we might initiate withdrawal from the credit card number we have received.

Fees and Payment

1. For your payment, you can pay to the driver in charge directly on the day of the service. We will prepare receipt at your request. For companies with account, we will issue an invoice attention to your company at your request.

2. We will accept cash, traveler's checks, personal checks and all kinds of credit cards. For credit card payment, 3% of transaction fee (surcharge) will be charged if necessary.

3. Charter Service

As for charter service, all fees include parking fee, entrance fee, toll road fee, and all the miscellaneous fee regarding the service will be billed to the customer at actual cost.

4. Additional Charge for a Meet Service

For passengers from International airlines using a meet service, in case of more than two hours of waiting outside of the gate, there will be an additional charge. The waiting charge is \$29/every 30 minutes. (Passengers requested curbside pick up service side won't be the case.)

5. Late night and Early morning service fee

Additional 20 % of late night and early morning charge will occur for a picking up on and before 6:00 A.M. and on and after 8:00 P.M. Generally it will be decided according to your flight arrival time. This charge is not applicable for a charter service.

Refund Policy for lost and injured luggage and personal property

In case of any trouble to your luggage after we accept them, we will take care of your luggage as follows according to our company regulation.

a) If the luggage is lost after driver checked, we will compensate for the amount of the lost items according to the certificate of values with limitation. (it requires receipts) If proved that it was not our company's fault, nor the driver's, we will not be liable for your luggage and personal property.