



TERMS & CONDITIONS

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Welcome to RLK Global Services. By using our website and services, you agree to the following Terms & Conditions. Please read them carefully.

1. Acceptance of Terms

By accessing or using RLK Global Services, you agree to abide by these Terms & Conditions and our Privacy Policy. If you do not agree, please do not use our services.

2. Services Provided

RLK Global Services offers luxury travel solutions, including transportation, airport greeter services, and private aviation. Services are subject to availability and are not guaranteed.

3. User Responsibilities

By using our services, you agree to:

- Provide accurate and complete information during booking.
- Comply with all applicable laws and regulations.
- Respect our service providers, staff, and third-party partners.
- Not misuse or attempt to disrupt our services.
- Pay all invoices in a timely manner.
- Respect all country rules, regulations, and laws when using our services.
- Understand that RLK Global Services is an equal opportunity company and does not discriminate against any customer, employee, or partner.
- Failure to comply may result in *service termination* without *refund*.

4. Booking, Payments, and Cancellations

Booking: All reservations must be confirmed in advance. Additional requirements may apply for private aviation and special services.

Payments

- Full payment is required for any international services, before service is rendered.
- Some reservations may be billed after the completion of the reservation, and invoices may be revised if additional charges occur.
- All accounts must have a valid credit card on file before confirming services.

Cancellations & Refunds

- Cancellations must be made within the specified timeframe in your confirmation email. Late cancellations or no-shows may incur charges.
- Please review your specific cancellation policy. Cancellation terms for events and conventions may differ from standard policies.



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RLK GLOBAL SERVICES TERMS & CONDITIONS- CONTINUED

5. Privacy & Data Usage

Your privacy is important to us. By using our services, you consent to our data collection practices as outlined in our [Privacy Policy](#).

- RLK Global Services does not sell, rent, or share collected mobile numbers, emails, or mobile opt-in information with anyone.
- Data may be shared with trusted partners only for service delivery purposes.

6. Text Messaging & Communications

To ensure compliance with FCC regulations, RLK Global Services has implemented the following opt-in process for receiving text messages:

- Explicit Consent: On any page where we collect phone numbers, you will see the following consent language:
"By providing your phone number, you agree to receive text messages from RLK Global Services related to your reservations, while using texting for customer care and answer questions or having conversations with our customers. Message and data rates may apply. You may opt out at any time by replying 'STOP'."
- Checkbox Verification: Customers must check an opt-in box confirming consent before submitting their contact information. This box is not pre-checked and requires active selection by the user.
- Double Opt-In (Optional): In some cases, you may receive a confirmation text asking you to reply "YES" to verify your consent.
- Opt-Out Option: You can unsubscribe from text messages at any time by replying "STOP" to any message you receive from us. For assistance, reply "HELP."

7. Limitation of Liability

RLK Global Services strives to provide reliable and exceptional service. However, we are not liable for:

- Delays or disruptions caused by external factors (e.g., weather, traffic, airline schedules, passenger tardiness).
- Third-party service provider performance.
- Any indirect, incidental, or consequential damages arising from the use of our services.
- Any illegal activity by a passenger, which will result in immediate termination of services without refund.
- Any cancellations due to passenger misconduct, as these are the sole responsibility of the passenger.

8. Modifications to Terms

RLK Global Services reserves the right to update these Terms & Conditions at any time. Changes will be effective upon posting on our website. Continued use of our services constitutes acceptance of the revised terms.

For any additional questions please email us at info@rlkglobalservices.com.