

The Mom's Helper LLC — Master Vehicle Rental Agreement & Terms

Safe. Reliable. Professional Transportation.

Company: The Mom's Helper LLC

Location: Rowlett, Texas

Phone: (414) 399-0776

Email: support@themomshelper.com

IMPORTANT: Please review all terms carefully. By signing, you agree to the conditions herein and

acknowledge receipt of Appendices A & B.

1. Vehicle Information

Vehicle Type: _____ Plate/VIN: _____

Pickup Date/Time: _____ Return Date/Time: _____

Pickup Location: _____ Return Location: _____

2. Parties

Renter Name: _____ Phone: _____ Email: _____

Driver(s) (if different): _____

Company Representative: _____ Date: _____

3. Rental Charges

Daily Rate: \$_____ per day • Weekly Rate: \$_____ per week

Deposit: \$500 per vehicle • Non-Refundable Portion: \$100 (after confirmation)

Mileage Allowance: 250 miles/day or 1,200 miles/week; Additional Mileage: \$0.40/mile

Driver Service: \$35/hour (3-hour minimum) • Mercedes Butler Service: \$50/hour

4. Payment & Deposit

A \$500 deposit is due once the rental is confirmed. \$100 of the deposit becomes non-refundable after confirmation to cover scheduling and preparation costs.

The remaining deposit is refundable if cancellation occurs 72 hours or more before pickup.

All payments are due before or at vehicle pickup. Refunds are processed within 3–5 business days after return and inspection.

5. Cancellation Policy

Cancellations 72+ hours before pickup: refund minus the \$100 non-refundable portion.

Cancellations within 72 hours or no-shows: full deposit forfeited.

Date changes are subject to approval and availability.

6. Fuel Policy

Return the vehicle with the same fuel level as received.

If returned below that level, a \$20 service fee plus actual fuel cost per gallon (local rate) applies.

Optional Prepaid Fuel: \$75 (7-passenger vehicles); \$120 (12- & 15-passenger vans).

7. Cleaning & Detailing Policy

Return the vehicle reasonably clean and free of trash or stains.

Cleaning charges: Basic \$75 • Pet \$150 minimum • Smoke/Odor \$250 minimum.

Prepaid Cleaning Option: \$50 (avoid post-return cleaning fees). Excessive cleaning may exceed stated minimums.

8. Tolls, Tickets, and Violations

Renter is responsible for all tolls, parking fees, tickets, and traffic citations during the rental.

Unpaid tolls/violations billed to The Mom's Helper will be charged to the renter's payment method plus a \$15 administrative fee per occurrence.

9. Towing & Trailer Use

Towing or hitch use is strictly prohibited. Any evidence of towing/hitch use will result in forfeiture of the full deposit and additional inspection/repair costs.

10. Damage & Loss Policy

Renter is responsible for all damage, loss, or theft during the rental period, including tires, windows, interior, and body damage.

Deposit may be held until repair costs are finalized. Costs exceeding deposit must be paid immediately upon

invoice.

11. Insurance

Renter must have valid auto insurance extending to rented vehicles.

Proof of insurance may be required prior to release. For organizations, a COI naming The Mom's Helper LLC as additional insured may be required.

Company insurance does not cover personal belongings or unauthorized drivers.

12. Driver Services

Driver service (when booked) billed at \$35/hour (3-hour minimum).

Mercedes Butler Service billed at \$50/hour, includes luggage assistance and refreshments.

Drivers will not violate safety policies, speed limits, or laws.

13. Liability Disclaimer

The Mom's Helper LLC shall not be liable for indirect, incidental, or consequential damages arising from vehicle malfunction, delay, or failure to perform under this agreement. Renter assumes all risks associated with vehicle use once in possession.

14. Return Policy

Return on time to the agreed location. Late returns over 1 hour incur \$40 per hour unless arranged.

Returns 24+ hours late will be charged an additional full day.

15. Personal Belongings

The Mom's Helper is not responsible for personal belongings left in the vehicle. Items found will be held for 7 days before disposal.

16. Electronic Signature Consent

By signing digitally or in person, renter agrees their electronic signature is legally equivalent to a handwritten signature under the E SIGN Act and UETA.

Renter consents to receive this agreement and related communications electronically.

17. Governing Law & Venue

This agreement is governed by Texas law. Venue for disputes is Dallas County, Texas.

18. Acknowledgment

By signing, renter acknowledges reading, understanding, and agreeing to all terms.

Renter accepts responsibility for the vehicle and all associated fees/liabilities during the rental period.

19. Condition & Inspection

Renter acknowledges the vehicle is clean, undamaged, and in good working order at pickup unless noted on the Inspection Checklist.

Failure to note preexisting damage constitutes acceptance of the vehicle's condition as is.

20. Accident & Incident Reporting

In the event of accident, theft, or damage, renter must immediately notify law enforcement and The Mom's Helper at (414) 399 0776. Provide a police report, photos, and a written statement within 24 hours. Failure may result in forfeiture of coverage and full liability.

21. Mechanical Breakdown Disclaimer

Vehicles are maintained to high standards; however, mechanical failures can occur.

The Mom's Helper is not liable for lost time, lodging, alternate transport, or incidental expenses due to breakdowns or delays beyond its control. Renter must contact The Mom's Helper for instructions; unauthorized repairs/abandonment void refunds and may incur charges.

22. Abandonment / Early Termination

Abandoning the vehicle, failing to return on time, or terminating without notice may be treated as theft and reported to authorities.

Additional fees for recovery, towing, storage, and lost rental time may apply.

23. Prohibited Conduct

No smoking or vaping; no pets without prior notice; no illegal substances or firearms; no unauthorized drivers; no ride share/taxi/delivery use; do not exceed manufacturer passenger limits.

Violation may result in immediate termination and forfeiture of payments and deposits.

24. Indemnification

Renter agrees to indemnify, defend, and hold harmless The Mom's Helper LLC, its owners, employees, and affiliates from all claims, damages, losses, liabilities, costs, and expenses (including attorney's fees) arising out of or related to renter's use or possession of the vehicle, regardless of fault.

25. Chargebacks & Payment Disputes

Renter agrees not to dispute or charge back valid rental charges. The Mom's Helper may provide signed agreements, logs, and photos as evidence. A \$75 admin fee will be charged if a dispute is filed. Renter remains responsible for all valid fees, damages, or fines, regardless of payment disputes.

26. Lost Keys, Accessories, and Equipment

Fee of \$150 per key/fob; missing accessories charged at replacement cost; missing/damaged safety equipment billed accordingly.

27. Renter Default & Repossession

If renter fails to pay, return the vehicle, or comply with this agreement, The Mom's Helper may terminate the rental, repossess the vehicle without notice, retain deposits, and recover attorney's fees and collection costs.

28. Photos, GPS & Telematics

Vehicles may include GPS tracking and/or security cameras for safety and recovery.

Renter consents to such monitoring and use of photos/videos for documentation and enforcement.

29. Force Majeure (Acts of God)

The Mom's Helper is not responsible for delays/cancellations due to weather, disasters, or events beyond its control. Refunds or credits are at company discretion.

30. Severability & Entire Agreement

If any provision is unenforceable, the remainder remains in effect.

This document constitutes the entire agreement and supersedes prior agreements.

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Signatures & Initials

Renter (Print): _____

Signature: _____

Driver (Print): _____

Signature: _____

Company Rep (Print): _____

Signature: _____

Initial Each:

___ No towing or hitch use

___ Responsible for tolls, citations, and damages

___ Cleaning & smoke fees acknowledged

___ Vehicle inspected at pickup and return