

RM Executive Car Service

Terms of Service

Effective Date: October 22, 2026

Welcome to RM Executive Car Service. These Terms of Service govern your use of our website, booking services, transportation services, and SMS (text message) communications. By booking or using our services, you agree to these terms.

1. Transportation Services

RM Executive Car Service provides professional transportation and chauffeur services in and around Greenville, North Carolina, and other agreed-upon destinations.

All transportation services are subject to availability and confirmation. Customers are responsible for providing accurate pickup locations, destinations, contact information, and requested service times.

2. Reservations and Booking

Reservations may be requested through our online booking system, by email, or by telephone. A reservation is not guaranteed until it has been confirmed by RM Executive Car Service.

Customers are responsible for notifying us promptly of any changes to their reservations, including pickup times, locations, or destinations.

3. Payments and Cancellations

Payment terms, deposits, cancellation requirements, and any applicable fees will be communicated to customers during the booking process or in a separate service agreement.

Customers are responsible for paying all agreed-upon charges for services provided.

Our cancellation policy is as follows: Customers will receive a full refund when cancellation notice is provided at least 24 hours before the scheduled service. No refund will be provided for cancellations made less than 24 hours before the scheduled service or for no-shows.

4. SMS Text Messaging Terms

Program Description

By providing your mobile phone number and separately consenting to receive SMS messages from RM Executive Car Service, you agree that we may send you transactional and, where separately authorized, promotional text messages.

Transactional messages may include booking confirmations, appointment reminders, pickup updates, reservation changes, driver arrival notifications, and other service-related communications. Promotional messages may include special offers, discounts, promotions, and information about our transportation services.

Consent to receive promotional text messages is not required to purchase transportation services. Consent to receive transactional messages is also not a condition of purchasing transportation services; however, opting out may limit our ability to send certain service-related notifications by text.

Message Frequency

Message frequency varies based on your reservations, interactions with our business, and messaging preferences. Promotional message frequency may vary.

Message and Data Rates

Message and data rates may apply depending on your mobile carrier and wireless plan.

Opting Out

You may opt out of promotional SMS messages at any time by replying **STOP** to a promotional text message. You may also reply **STOP** to any message to request that SMS communications cease. After opting out, you may receive one final message confirming your request, and no further messages will be sent unless you re-enroll or a message is necessary to complete a transaction or respond to a request.

To rejoin promotional messaging, follow the re-enrollment instructions provided by RM Executive Car Service or contact us directly.

Getting Help

For assistance with our SMS messaging program, reply **HELP** to any message from RM Executive Car Service, or contact us using the information provided below.

Carrier Disclaimer

Carriers are not liable for delayed or undelivered messages.

Privacy

Your personal information will be handled in accordance with our Privacy Policy. We do not sell your personal information to third parties for their marketing purposes. Mobile information and SMS consent data will not be shared with third parties or affiliates for their marketing or promotional purposes. Information may be shared with service providers as necessary to operate our messaging program and provide requested services, subject to applicable privacy requirements. Our privacy policy states:

We may share necessary information with:

- SwipeSimple and payment processing partners to handle bookings and payments.
- Service providers that support our website, online chat automations, reservations, and customer communications.
- Authorized transportation personnel who need trip information to fulfill a reservation.
- Legal authorities when disclosure is required or otherwise permitted by law.

We limit information sharing to what is reasonably necessary for the relevant purpose.

5. Customer Responsibilities

Customers agree to provide accurate information, treat drivers respectfully, follow applicable safety instructions, and refrain from conduct that compromises the safety of the driver, other passengers, or the vehicle.

RM Executive Car Service reserves the right to decline or discontinue service when necessary for safety, legal compliance, or other legitimate operational reasons.

6. Service Availability and Changes

Transportation services may be affected by traffic, weather, road closures, vehicle issues, or other circumstances beyond our reasonable control. We will make reasonable efforts to communicate significant service changes to affected customers.

7. Limitation of Liability

To the extent permitted by applicable law, RM Executive Car Service is not responsible for indirect or consequential losses arising from circumstances beyond its reasonable control. Nothing in these Terms of Service excludes or limits liability that cannot legally be excluded or limited.

8. Changes to These Terms

RM Executive Car Service may update these Terms of Service from time to time. Updated terms will be posted on our website with a revised effective date. Continued use of our services after an update constitutes acceptance where permitted by law.

9. Contact Information

RM Executive Car Service

Email: info@rmexecutive.com

Phone: 252-417-4142

Website: <https://www.rmexecutive.com>

For questions about these Terms of Service, transportation reservations, or SMS communications, please contact us using the information above.

By using our services or opting in to receive SMS messages, you acknowledge that you have read and understood the applicable terms.