

FRONT

# CLAIM CHECK

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**(713) 468-4299**

***Our Claim Policy***

Upon receipt of each patron's vehicle, a Valet Claim Ticket is handed to the chauffeur of each vehicle received, which explains our Claim Policy. Our Claim Policy is as follows:

1. The Customer/chauffeur of each vehicle must have the parking brake set before exiting vehicle. If it is not set and damage occurs, we accept no responsibility.
2. The vehicle must be retrieved at the location where the vehicle was received by Master Valet for purposes of valet.
3. Master Valet **is not** responsible for any articles/valuables left in vehicle, so we recommend all valuables be put away. If you want to leave item(s) of value in your vehicle, please inform & show your lead valet that the item(s) are being left in the vehicle, so they can take measures to keep the vehicle safe as well as acknowledge the item(s) were left in the vehicle.
4. All claimed damage to vehicle must be reported to the lead valet by the vehicle's owner or driver of vehicle, PRIOR to leaving the establishment where Master Valet parked & stored the vehicle. An incident report must be filled out by Valet Manager or Lead Valet prior to leaving the premises, and a picture of the vehicle where the alleged damage is located will be taken to be emailed back to our main office for processing of claim.
5. We recommend you look your vehicle over in its entirety before leaving the premises, as we are not responsible for vehicles once they have left the establishment where we are providing valet services. All reported claims after the fact, will not be accepted, as the burden of proof lies with the customer. If the vehicle leaves the premises, and damage is reported after the fact, the damage will not be validated with Master Valet.
6. Master Valet is not responsible for damages caused by natural disasters/acts of God, such as flooding, wind damage, bird excrement, etc... We have no control over nature, but we will do the best to be prudent & to protect your vehicle under reasonable & safe circumstances.
7. Master Valet is not responsible for mechanical malfunctions which include, but are not limited to: tires, engine, transmission, oil leaks, windshield rock breaks, etc... We drive your vehicle for no more than 5 minutes at a time. Not enough time to damage your vehicle mechanically, without causing an accident.

***FINALLY***

Master Valet is not a security company, but merely a valet parking company. We are not responsible for damage done to vehicles during a break-in or theft. In more "at risk" areas, we will try to keep a valet posted to keep a watchful eye on your vehicles, but this is more the responsibility of the establishment than Master Valet. Master Valet does not support the harm or injury of any of our valets for the purpose of protecting a patron's property!

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SOUTHLAND PRINTING - SHREVEPORT, LA.

130671

MASTER VALET, INC.  
(713) 468-4299

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**D S M B**

- D = Dent**
- S = Scratch**
- M = Missing**
- B = Broken**



**DAMAGE NOTED BY** \_\_\_\_\_

8 1/2

2 3/4"