



Do's and Don'ts in Renting a Limo/Party Bus

The California Public Utilities Commission (CPUC) licenses and regulates private “passenger carriers,” such as limousines, airport shuttles, and charter bus companies. Are you planning to rent a limousine or party bus for a special occasion like a prom or wedding, or just for fun? If so, the CPUC offers the following tips, which can help make your rental experience hassle-free:

1. Shop around for the best limousine/party bus company and check online review sites and the Better Business Bureau. Find out the number of passengers allowed in the vehicle you want to rent and the cost per hour before proceeding.
2. Check to be certain the limousine/party bus operator is licensed by the CPUC and has liability insurance by calling **800-894-9444** or visiting www.cpuc.ca.gov (click on Transportation) for an online database of passenger carriers.
3. Obtain a written agreement with the terms of hiring the limousine such as the cost, deposit required, refund and tip policies, pick-up/drop-off times, arrival and departure locations, specific type of limo requested, and services expected. This helps to ensure that you will receive the services you have requested at the cost the company quotes.
4. Ask the limousine/party bus company to show you the specific vehicle you will be renting.
5. Be certain the charter-party carrier (TCP) number is displayed on the vehicle – that tells you that the company is registered with the CPUC.
6. Verify that the TCP number is accurate by checking with the CPUC.
7. Remember that alcohol is not allowed in limousines/party buses carrying passengers under 21 years of age. If the driver is transporting only minors and discovers alcohol in the car, the driver is required to return the passengers to their original pick-up location.
8. Prearrangement with a limousine / party bus company is required, unlike taxi service.
9. Keep all receipts!

Want the CPUC at your community/senior event/health/resource fair? Need a guest speaker on CPUC consumer programs and services? Contact the CPUC's Business & Community Outreach team!

Northern California:

Sheri Boles, 415-703-1182, sni@cpuc.ca.gov
Drew Cheney, 916-956-8103, dwc@cpuc.ca.gov
Roland Esquivias, 415-703-2212, roe@cpuc.ca.gov

Southern California:

Drisha Melton, 213-620-2688, ddm@cpuc.ca.gov
John Roldan, 213-576-7058, jmr@cpuc.ca.gov
Sandy Windbigler, 909-864 2290, sew@cpuc.ca.gov

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