

Wedding Limo Service: The 10 Best Questions for Your Initial Call

Highlight

Why get taken for a ride by a wedding limousine service? Ride in elegance, style and save money by asking the experts' top questions.

The 10 Best Questions

1. May I see your fleet of vehicles? Could the owner or a senior sales associate show me around?
2. Tell me about this specific limo/vehicle.
3. What assurances can you give me that I'll get this vehicle or one just like it for my wedding day?
4. What additional amenities are available?
5. What kind of entertainment system does this vehicle have?
6. What experience do your chauffeurs have?
7. Do you have a backup plan and backup vehicles?
8. Do you ever "farm out" your work to other limo companies? If so, how will you ensure we have a top-quality ride?
9. When do we need to commit? What's your process?
10. What can you do to help us save money?

The Golden Question

(The million-dollar question you almost forgot to ask.)

Can I picture myself in one of these rides?

The 10 Best Answers

1. **May I see your fleet of vehicles? Could the owner or a senior sales associate show me around?**

Call ahead and request a personal tour. Your wedding wheels aren't cheap so expect good customer service. Be nice, but assertive. Real bride Emily Dean told *The Huffington Post*, "If I had something to do all over again, I'd be more assertive."

You'll also learn a lot about this company's attitude about customer service. Treated poorly, ignored? Look elsewhere.

2. Tell me about this specific limo/vehicle.

Tracy Leigh, author of *How to Plan Your Own Wedding and Save Thousands* writes, "If you choose a stretch limo, realize that there are many different sizes. Ask how many the limousine will *comfortably* seat."

Experienced British chauffeurs and limo owners Andy and Adriene Pavis suggest, "Look carefully to make sure they're kept clean and in good working order."

Keep this checklist in hand to ask questions as you are looking over different vehicles in the lot:

- How old are the limousines?
- What exotic vehicles do you have available?

The list continues here:

[Related: Wedding Limo Checklist: The 10 Best Questions](#)

3. What assurances can you give me that I'll get this vehicle or one just like it for my wedding day?

Wedding website TheKnot.com says, "While the company may not be able to pinpoint the exact car for your wedding day, you can avoid any unwelcome surprises by making sure the fleet looks in good shape before putting down a deposit."

4. What additional amenities are available?

Craving a certain champagne, a sunroof ride, or a mini-bar blowout? You'll never know what's possible until you ask.

The National Limousine Association agrees. "Some companies provide food, beverages, and tunes for the ride. Ask in advance."

5. What kind of entertainment system does this vehicle have?

Ask about their pre-recorded tune selections. Then decide if it's acceptable or if you prefer your own playlist.

For your own playlist, be sure the vehicle's system is compatible with your tunes. Best Transportation of St. Louis states, "We cannot guarantee compatibility. We suggest that if a particular system is required, a pre-event tour of the vehicle will insure compatibility."

6. What experience do your chauffeurs have?

Also ask:

- Are they professionally trained?
- Do you run criminal background checks on prospective employees?
- Do you hire only chauffeurs with clean driving records?
- Are your chauffeurs familiar with our driving area?
- Do you require alcohol and drug tests on your drivers?

British chauffeurs the Pavises started their own limo service in response to their wedding day experience. "Our chauffeur was scruffy and unshaven. Unfortunately, it's one of our strongest memories of our day."

7. Do you have a backup plan and backup vehicles?

In a worst case scenario, such as a very late driver or broken-down vehicle, know the backup options this limo company can offer and if they're capable of scrambling for last-minute solutions.

The National Limousine Association advises, "Ask your limousine professional what system he/she has in the event of a problem."

8. Do you ever "farm out" your work to other limo companies? If so, how will you ensure we have a top-quality ride?

"Farming" is a common practice where a limo service uses other carriers to fulfill its contracts. Some services purposely overbook so they can farm out their excess jobs. If true, your limo ride is no better than a crap shoot for getting good quality and service.

The National Limousine Association recommended this question. If this is your situation, you have three choices:

- 1) interview the other limos companies used;
- 2) let your limo service know farming is not acceptable and get it in writing;
- 3) look elsewhere for your transportation package.

9. When do we need to commit? What's your process?

Ask about the lead time needed to secure the vehicles of your choice. The more unusual or exotic your choices, the longer lead time you'll need. Get clear on the deposit, contract, and timeline details.

Ask:

How long after my deposit can I expect to receive the contract?

[Related: What to Ask About a Wedding Limo Contract: The 10 Best Questions](#)

10. What can you do to help us save money?

This straightforward question may yield amazing results, such as previously undisclosed discounts or deals. Most limo charges can be negotiated. If the owner or representative stalls, try these questions here:

[Related: How to Save Money on Your Wedding Limo: The 10 Best Questions](#)

The Golden Question

The million-dollar question you almost forgot to ask.

Can I picture myself in one of these rides?

Whether you're up for a gorgeous splurge or a practical package, the most important thing is to be able to imagine yourself in this vehicle on your wedding day. Are you having fun?

The Pavises say, "Picture yourself arriving at the service in each vehicle, just as you would try on your wedding clothes for size. Are you comfortable in it? Then you'll know what's right for you."

Ask the Question Doctor

You never know until you ask. Happy wedding wheels!

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