

Granbury Airport Shuttle, LLC

Terms & Conditions

This Contract is a legally binding document. The Passenger hereby verifies that the pick-up date, times, number of passengers and billing information are correctly stated on the reservation.

1.) Reservations

All reservations must be made at least 24 hours in advance of the pick-up time. For parties with five or more passengers, please see the Terms and Conditions for Large Parties. Granbury Airport Shuttle, LLC only operates in Granbury and its surrounding areas (Tolar, Acton, Stephenville, Glen Rose, etc.) at the discretion of Granbury Airport Shuttle, LLC. Additional fees may apply for transportation outside of Granbury. Granbury Airport Shuttle, LLC reserves the right to refuse service to any party at any time for any reason. Hours of operation: 24 hours a day, 7 days a week. Not all services are available 24 hours a day. Passengers will observe punctuality during pick up times. Granbury Airport Shuttle, LLC will not be held liable where vehicles have to proceed without passengers who have failed to meet the vehicle at the required time agreed upon. Cancellations/ modifications must be made by the passenger at least 24 hours in advance of transfer in order to qualify for a credit. When you make a reservation with Granbury Airport Shuttle, LLC, you are committing to us that you will travel and we are committing to you that you will have a seat. Our non-refundable policy allows us to keep our fares low for all of our passengers. This means that once your credit card is charged, only a credit with Granbury Airport Shuttle, LLC will be available. This credit will be available for use by the person whose name is on the credit card for a total of 365 days from the original date of transportation.

2.) Cancellation

Granbury Airport Shuttle, LLC will give a credit for any reservation cancelled with a minimum of 24 hour notice prior to the time of pick up. A credit will be given only if a cancellation number is provided. Unfortunately, we cannot provide any credit if cancellation occurs within 24 hours of pick up time, if no cancellation number is provided, or if the traveling party chooses not to appear for a pick up (a no show) without notification. Each reservation is given a pick up window. Passengers are required to be outside and ready for pick up at the beginning of the pick-up window time. The driver has fifteen minutes to meet the passenger for pick up. The reservation becomes a no show if the client does not appear at the van within 10 minutes of scheduled pick up time and/or the driver's arrival.

3.) Airport Pick up Policy

Additional charges may incur for waiting time after arriving flights. Each passenger is given a pick up time for which to meet the driver. If the passenger fails to meet the driver within that time, there will be an extra \$15 charge for every 15 minutes of waiting time. Waiting fee will be billed in 15 minute increments. No Exceptions. For all arriving flights, please go directly to the baggage claim area and retrieve your luggage. After you have done so, please call us and tell us your exact location. If contact is not made with our office within 1 hour after the flight lands, a No Show Fee of the full rate will be applied to the credit card on file. To avoid a No Show Fee, please do not leave the airport before calling the office for assistance. The phone number is 817-894-1585. Granbury Airport Shuttle, LLC does not take any responsibility for late arrivals that exceed this waiting time.

4.) Late Arrivals

Granbury Airport Shuttle, LLC will not be held responsible for late arrivals caused by (but not limited to) acts of nature, traffic delays, delayed flights, breakdowns, incorrect pickup or drop-off information, and any situation beyond our control. In the event of an extremely late arrival, clients will, whenever possible, be picked up from the airport at the convenience of Granbury Airport Shuttle, LLC. If the next shuttle provided is between the hours of 8:00pm – 7:00am, the difference in pricing will be charged to the card on file. If the company is unable to pick up the client, any claims of reimbursement should be directed toward the airline concerned.

5.) Emergency Situations

In the event of a vehicle breakdown, all efforts will be made to supply a replacement vehicle. If a replacement vehicle is sent &/or passenger refuses a replacement vehicle, no credit is due. If no replacement vehicle is available, credit shall be limited to the amount paid by the passenger for shuttle service provided by Granbury Airport Shuttle, LLC. In case of an emergency, Granbury Airport Shuttle, LLC may subcontract the rental to another limousine/ transportation service at the expense of the passenger.

6.) Extra Stops and Fees

Extra stops are a minimum charge of \$10.00 each depending on mileage and the type of vehicle. This includes (but is not limited to) restroom stops. We also charge for unexpected waiting time at the rate of \$1.00 per minute at the discretion of the driver. The rate is subject to change based on any services that you specifically request; such as Meet and Greet, wait time, stops, tolls, parking, and any other miscellaneous fees that may apply that have not already been included above. All extra stops must be arranged in advance.

7.) Food, Smoking, and Behavior

The passenger/ client assumes full financial liability for any damage to the vehicle caused by them or any members of their party, during the duration of the rental. A fee of \$300.00 will be charged to the card on file for each incident of cleaning due to sanitation (including, but not limited to finger nail/ toe nail clippings, hair, or other bodily evacuations), vomit (animal or human), excessive cleaning for food, spills, or tobacco, consumption of food, or any other occurrence. Seat Belts are required by every passenger for the entire duration of the trip. If, at any point of transportation, the driver finds any passenger without a seat belt on, the driver shall immediately stop and ask the passenger to put on the seat belt. If the passenger fails or refuses to put on the seat belt, the driver shall terminate transportation without a credit. Shoes must be kept on at all times while in vehicle and feet must be kept on the floor. All passengers must keep all articles of clothing on at all times during transportation. Passengers are required to be in the upright seated position with their feet on the floor and their seatbelt fastened. Personal grooming will not be tolerated in any vehicles. Personal grooming includes (but is not limited to) cutting, biting, or filing finger nails/toe nails, brushing or styling hair, painting finger nails/toe nails, any form of make-up use, and spraying any perfumes/ colognes/ lotions, etc.

X _____

Smoking and any form of tobacco (electronic cigarettes, snuff/ dip, cigarettes, etc.) are not permitted under any circumstance in any Granbury Airport Shuttle LLC vehicles or those represented by said company. Water is the only liquid allowed to be brought in any vehicle and must be in a re-sealable container. Liquor and/ or alcohol will not be permitted or tolerated in any vehicle at any time for any reason. Food must be contained inside of luggage to be transported to or from the airport. No eating will be allowed under any circumstance. This includes candy. Customers/ passengers will be charged a \$300.00 fee to the credit card on file if any food, tobacco, or liquids are found in the vehicle at any time during transportation. The driver may terminate the contract for service without credit at any time he or she deems anyone in the passenger's party to be engaging in illegal activity, acting rudely or unruly, or damaging the vehicle. No illegal drugs of any kind will be permitted in vehicle. All occurrences will be reported to law enforcement immediately.

8.) Luggage and Car Seats

Passenger hereby indemnifies and holds harmless Granbury Airport Shuttle, LLC, its agents, employees, and representatives from and for any and all claims relating to lost/ damaged/stolen luggage and personal property. Granbury Airport Shuttle LLC is not responsible for articles left in any vehicles. Passengers are responsible for ensuring that they have all of their luggage at all times. Passengers are also responsible for identifying their own luggage at the time of drop off and ensuring that they have all pieces of transported luggage. Granbury Airport Shuttle, LLC does not provide car seats. Each passenger shall provide a car seat for each of their children, as required by law. It is the passenger's responsibility to install the car seat properly and the client hereby waives any and all claims against Granbury Airport Shuttle, LLC, its agents, and/or employees for any injury, loss, or damage, including consequential damages and hereby agrees to defend, indemnify, and hold harmless said company.

9.) Animals

All animals must be kept in a small (max size 2'x2') airline approved hard case carrier. They must be clean, quiet and accustomed to travel. If not good travelers, we ask for everyone's comfort that they be sedated. Passengers must sign the Animal Transportation Agreement form (provided by Granbury Airport Shuttle, LLC) at time of pick up. The passenger hereby waives any and all claims against Granbury Airport Shuttle, LLC, its agents, and/or employees for any injury, loss, or damage, including consequential damages and hereby agrees to defend, indemnify, and hold harmless said company. Any damages done to any vehicles belonging to and/ or representing Granbury Airport Shuttle, LLC will be the sole responsibility of the pet's owner. A minimum fee of \$350.00 and up to the amount of the actual damages will be charged to the credit card on file for any damages incurred while animals were in said vehicle.

10.) Credit Card and Waivers

Granbury Airport Shuttle, LLC is authorized to process the passenger's credit card, or the credit card attached to the booking for overages and/or damages without further consent from the passenger. The passenger hereby waives any and all claims against Granbury Airport Shuttle LLC, its agents and/ or its employees for injury, loss, or damage, including consequential damages to client's person or property from whatever cause except gross misconduct or negligence. In addition, client waives any right of subrogation with regard to the same. The client agrees not to post materials about Granbury Airport Shuttle, LLC, its agents, and/ or employees that are confidential, proprietary, false, fraudulent, libelous, defamatory, obscene, threatening, invasive of privacy or publicity rights, infringing on intellectual property rights, abusive, harassing, illegal or otherwise objectionable on any website of any kind (including, but not limited to applications, blogs, private web pages, review sites, social media, etc.).

11.) Passenger acknowledges the receipt of Reservation Agreement and Reservation/ Cancellation Policy. By submitting a reservation you agree that:

X _____ I am requesting the services listed above.

X _____ I am authorizing Granbury Airport Shuttle, LLC to charge received card.

X _____ I received, understand, and agree to the Terms and Conditions set out above.

X _____ I received and agree to the copy of the Reservation Agreement and Cancellation Policy.

Printed Name

Signature

Date



817-894-1585

1310 Weatherford Hwy #204

Granbury, TX 76048