

Company Name: SEATAC SHUTTLE, LLC dba WHIDBEY-SEATAC SHUTTLE C-1077

(C) Senior/military fares/Travel Agent & Industry fares: Except as otherwise provided, round-trip senior/military/Travel Agent & Industry fares will be \$8.00 less than the sum of two (2) one-way senior/military/Travel Agent & Industry fares. Does not apply to fares for service on Group Two and Three routes as published in Time Schedule.

Round trip Youth: Except as otherwise provided, Youth fares will be 50% of the Adult Round trip fare. Does not apply to fares for service on Group Two and Three routes as published in Time Schedule.

Schedule maintenance: (C) Carrier will not be liable for delays caused by accidents, breakdowns, road conditions or construction, ferry closures or delays, storms, traffic or other conditions beyond the control of the carrier and does not guarantee arrival at or departure from, any point at any specific time. The carrier endeavors to maintain the time schedules, but does not guarantee to be able to do so at all times.

Stopovers & intermediate stops: (C) Stops will be allowed at any safe point as determined by the company on a case by case basis, on the route within the limit of the ticket, upon notice to the agent at the time of placing the reservation provided it does not interfere with the schedule or safety. A \$2.00 reservation transaction fee may be assessed for each reservation by the company for each intermediate stop reservation. Any such stops are at the discretion of the company must be by prior reservation.

Ticket limitations, changes, cancellations and refunds: One-way tickets will be good for 180 days from the date of sale. Round-trip tickets will be good for 180 days from the date of sale. (C) A single reservation transaction fee of as much as \$10.00 per person per leg may be charged when reservations are re-scheduled or cancelled. Changes are not allowed after the scheduled departure time of the reservation. (C) Reservations made less than 24 hours prior to departure may incur a \$2.00 per person late booking transaction fee. (A) Passengers not utilizing the on-line booking facility and requiring the services of Customer Service Agent by phone may be assessed a \$1.00 reservation transaction fee. Reservations may not be changed to a date more than 180 days from the date of the original reservation. Customers who fail to show up by the scheduled departure time of their reservation at the designated pick-up point or who have not canceled or changed their reservation at least 24 hours prior to that time are not eligible for a refund. (C) Refunds will be made if requested in writing if the cancellation or change was caused by an airline delay or cancellation substantiated by the passenger. Refunds may be granted by the company due to other extenuating circumstances. (C) Reservation requests made less than 24 hours prior to departure time for SEA or less than 48 hours for any other points serviced may not be processed at the companies discretion. (N) It is the passenger's responsibility to adhere to the standard airline or cruise ship check in time requirements and to assess and allow the time required to clear TSA screening and/or customs.

Ticket redemption: Unused tickets will be redeemed at the purchase price. Unused portions of round trip or commutation tickets will be redeemed by charging the regular fare or fares for the portion or portions used and refunding the balance of the purchase price except as provided for in the Ticket Limitations section of these rules.

Youth, Children & Infants: An infant under 2 years of age, when accompanied by a ticketed adult passenger, and not occupying a seat, will be carried free of charge. Children are no longer considered infants on the day of their second birthday and must purchase a ticket for all segments on which the child will be two years of age or older. An umbrella stroller and infant restraint will be carried free of charge in addition to the baggage allowance of the adult traveler. Diaper bags, larger strollers, play pens, etc. will count towards the regular baggage allowance of the adult ticketed passenger. A child/infant restraint system is highly recommended for all children under 8 years old unless the child is 4 feet 9 inches or taller. We do not provide child/infant seats and the driver cannot assist with the securing of the seat. (C) Youths under 16 years of age, occupying seats, will be charged 50% percent of the adult fare, adding sufficient cents to make the fare end in "0" or "5." All youths under 13 must be accompanied by a ticketed adult. Passengers 13 thru 17 years of age, traveling alone, must have a minor release form signed by a parent or guardian.

Wheelchair Accessibility: We require a 48-hour minimum notice to provide this service.