

Remfrey, Patrick (UTC)

From: vashon shuttle <vashonshuttle@gmail.com>
Sent: Friday, April 30, 2021 10:57 AM
To: Remfrey, Patrick (UTC)
Cc: Stillwell, Suzanne (UTC)
Subject: Re: Return to Service Date

External Email

Hi Patrick

Our time schedule is as follows

May 5th- website launch

May 10th 2021- Phone line /fax line reinstatement

May 15 2021- Insurance Renewal

May 15th-20th- Applicant.employee training

Received
Records Management
05/03/21 09:20
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

Best
Danette

206-850-522

On Wed, Apr 28, 2021 at 9:39 AM Remfrey, Patrick (UTC) <patrick.remfrey@utc.wa.gov> wrote:

Danette,

What is the latest update for your company returning to service? The date you provided was an expectation to resume operations in May, 2021.

Patrick Remfrey

Transportation Specialist 3

Washington Utilities and Transportation Commission

360-664-1223

patrick.remfrey@utc.wa.gov

transportation@utc.wa.gov

www.utc.wa.gov



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Payment Policies

Paying by credit or debit card:

We do not accept debit or credit card payment on day of service. Credit or debit card payment must occur at least three business (M-F) days before service. Please call in between 9am and 5pm M-F to secure your reservation if paying by card.

Please be advised there is a 4% fee for all credit or debit card payment.

Do not e-mail any credit card information.

Alternate Payment:

We will accept exact cash payment (drivers carry no change) or check as payment on day of service. If you are reserving several weeks or months in advance and would like to mail your check let us know and mail it to:

Vashon Shuttle

P.O. Box 1813

Vashon, WA 98070

Instructions for airport pick-ups: Remain on baggage claim level and go to door 2, exit the doors and turn right and walk to the scheduled airporter area

Reservation changes and Ticket limitations:

Refunds

Administrative fees are deducted from shuttle ticket refunds. Customers can cancel for any reason 24 hours prior to their pick up time and be eligible for a partial refund, with a \$10.00 admin fee per passenger.

A full refund is only available if there is an airline cancellation and possible refunds are possible due to other extenuating circumstances.

Credits

If a customer wishes to cancel less than 24 hours in advance we will keep their payment on file as a credit for future use. This is more convenient for frequent travelers and island residents.

Ticket (reservation) limitations

One-way and round-trip tickets and credits can be used for a year from the date of the original reservation.

New reservations and changes to existing reservations cannot be made in the vehicle with the driver on the day of service. Please email the office. A shared electronic record is instantly sent to our email and it can take several hours for a driver to come back to the island.