

SHUTTLE EXPRESS, INC. (C-975)

D/B/A: Shuttle Express, Go Shuttle Express, Limos by Shuttle Express, Downtown Airporter

Tariff No. 11

1st Revised Page 3
Cancels Original Page 3

- c) REFUND TYPE REQUIREMENT – Unless otherwise specified, all refunds must be made to the original form of payment collected for services. Exceptions to this requirement may be made on a case-by-case basis at the discretion of Shuttle Express management.

4) Baggage Policy

- a) BAGGAGE LIMITS – Baggage will be limited to two standard-sized pieces of luggage with each piece not to exceed 70 pounds and/or 62 inches total dimensions, and two personal sized pieces (not to exceed 15 pounds and/or 45 inches total dimensions) per fare paying passenger. Additional luggage or oversize pieces may be subject to an extra seat charge at the additional adult rate per-piece, or require exclusive service be booked for passenger(s) and baggage.
- b) CARRY ON LUGGAGE – We do not check luggage. All items are considered “carry on” luggage. We are not responsible for loss or damage to items carried onboard the vehicle unless it can be shown that the company was in some way negligent.
- c) WEAR AND TEAR – We are not responsible for marks, scratches, broken handles, or other damage that is associated with normal use, wear, and tear of luggage.

5) Lost and Found

- a) NOTIFICATION OF LOST OR DAMAGED ITEMS – Shuttle Express must be notified of any loss or damage within 24 hours of transportation. Items left by guests in our vehicles that are recovered will be retained for 30 days and will be available for pickup on a will-call basis at our office (800 SW 1^{6th} St., Renton, WA 98057) Monday through Friday, 8 a.m. through 5 p.m. except company recognized holidays. Unclaimed items will be disposed of after 30 days.

6) Animals

- a) TRANSPORTATION REQUIREMENTS – Dogs, cats, and other animals must be carried in an appropriate container with outside dimensions not to exceed 27” long x 20” wide x 19” high. Animals being transported in an approved carrier will be considered one piece of standard luggage. All animals must be declared at the time of booking if via phone, or at least 24 hours prior to travel if booked via any other means. Failure to declare transportation of an animal prior to travel may result in refusal of service without refund.
- b) EXCEPTIONS – Service animals, as defined by the Americans with Disabilities Act, will be carried free of charge. (C)***

7) Safety and Liability

- a) SCHEDULE MAINTENANCE AND LIABILITY – Shuttle Express will not be liable for delays caused by accident, breakdown, poor road conditions, snow storms, and other conditions beyond its control. Additionally, Shuttle Express does not guarantee to arrive at, or depart from any point at any specific time in cases of conditions beyond the carrier’s control. Any expenses incurred as a result of delayed departure or arrival times, including missed flights or travel connections, are the sole responsibility of the passenger.

Issued By: Wesley Marks, Director of Compliance
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