

Tariff Number 4
Cancels Tariff Number 3
Of
Rocket Transportation LLC
C-062991

For the transportation of passengers as described in Certificate Number C-062991

On-demand, door-to-door service by reservation only;
All passengers must have either their origin or destination in East Jefferson County, Clallam County.

BETWEEN East Jefferson County, Clallam County AND Kitsap County, Seattle and Tacoma Amtrak stations, Seattle and Tacoma Greyhound bus terminals, Seattle and Tacoma Hospitals, Seattle waterfront Cruise Ship Piers, SeaTac Airport and hotels along the route.

Issued by:

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Issued By: _____
Kathy Roman, Managing Partner

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1. FARES:

1.1. All fares are not all the same price. Please refer to the Rate Schedules in Section 20

1.2. FLEXIBLE FARES: Published fares apply to all travelers.

2. ADDITIONAL FEES:

2.1. Additional fees apply to each leg of travel (i.e.: One Way ticket is one leg of travel and Round Trip is two legs of travel). Items not properly disclosed at booking will not be permitted on the van if space is not available or if the appropriate fee is not paid prior to boarding. If the traveler chooses not to take the trip as a result of non-disclosed items not being accepted on the van, the ticket is considered completely used.

2.2. STANDARD BAGGAGE: is carried free of charge.

2.3. ODD BAGGAGE: Rocket Transportation will charge an additional fee for odd-sized luggage as follows:

2.4. Fish Box under 30 lbs. under 50 linear inches (length + height + width) - \$5.00 each

2.5. Fishing Pole, Golf Bag - \$10.00 each

2.6. Other odd-sized baggage – as appropriate with pre-approval by the Dispatcher.

2.7. Overweight and Oversized baggage, cardboard boxes, and plastic totes are no longer carried on the Shared Shuttle Service.

2.8. ADDITIONAL BAGGAGE: \$5 each

2.9. ADDITIONAL BAGGAGE LIABILITY:

2.9.1. Adult: \$50 per leg of travel.

2.9.2. Child: \$60 per leg of travel.

2.10. PETS IN CARRIERS:

2.10.1. Small carrier up to 21" x 16" x 15" for pets under 17 pounds \$10.00 each;

2.10.2. Medium carrier 27" x 21 ½" x 20" for pets between 17 and 30 pounds \$20.00 each;

2.10.3. Large carrier 36" x 24 ½" x 26" for pets between 30 and 40 pounds \$40.00 each.

2.10.4. Pets over 40 pounds are no longer carried on the Shared Shuttle Service.

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2.11. FARE CONVENIENCE FEES:

2.11.1. LAST MINUTE RESERVATIONS: \$20

2.11.2. MEET N GREET or REVERSE Meet N Greet: \$20

2.11.3. CRUISE PIERS: \$40 for the first traveler and \$20 for each additional

2.12. RESERVATION FEES: These fees apply to specific reservations. If the reservation is a round trip, it applies to both legs of travel unless one leg is already used then the complete fee applies to the remaining leg.

2.12.1. ADMINISTRATION FEE: \$50 (see Tariff Section 12.3.1 for details)

2.12.2. CHANGE FEE: \$10 (see Tariff Section 10.6 for details)

3. DISCOUNTS:

3.1. COMMUNITY PARTNERSHIP: Travelers selecting to be picked up or dropped off at Rocket specified points along the travel path will be provided a discounted fare very close to the Flexible Base Fare in that Fare Zone. This fare will be known at purchase.

3.2. COMMUNITY PARTNERSHIP PREPAY: Travelers choosing to pre-purchase travel utilizing a Community Partnership location by purchasing a five-ticket book (email receipt, no physical book) receive an additional discount of 10%. Should a traveler wish to have this pre-paid purchase refunded, the current cost of the trips will be applied to trips used and the remainder of the prepaid purchase refunded minus the Administrative Fee.

3.2.1. For instance, if the Partnership cost is \$75.00, the book of five is purchased for \$337.50 ($\$375.00 * 10\% = \37.50 and $\$375.00 - \$37.50 = \$337.50$).

3.2.2. If the traveler wants unused pre-paid tickets refunded and they have 3 tickets remaining with the current Partnership ticket at \$80, the 2 used tickets are calculated at \$80.00 each (\$160.00) with \$127.50 refunded to their credit card. (The purchase price of \$337.50 - \$160.00 = \$177.50 minus the \$50.00 Administrative Fee $\$177.50 - \$50.00 = \$127.50$) -

3.3. ROUND TRIP: Round Trip is a 10% discount off two One Way fares on a single reservation made more than two business days prior to travel.

3.3.1. A round trip ticket is a discounted ticket for travel in opposite directions and therefore can only be used in that round trip manner. Using the ticket as two one ways is not permitted. A Round Trip ticket must have both legs of travel purchased at the same time on the same reservation.

3.3.2. If the traveler wants the second leg refunded, the Administration Fee of \$50, any Change Fees (\$10 each), and the First Leg Fare are deducted prior to the refund.

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3.3.3. For Instance, if the One Way Fare is \$100.00 (number to calculate easy for demonstration), The Round Trip Fare would be \$200.00. Applying the discount would make it \$180.00. To refund the 2nd leg to the credit card would be \$180.00 (amount paid) - \$100.00 (full fare ticket) - \$50.00 (Admin Fee) - \$10.00 * number of changes (we'll use ZERO for this example) = \$30.00 refunded to credit card. The full \$80.00 could be applied to the ROCKET DIGITAL WALLET- if cancelled more than 2 business days before 2nd leg travel date using the Online System.

3.4. INFANT: One infant up to the age of 2 may travel at No Charge when traveling with a full fare adult. This Infant ticket has no cash value. If the infant is not cancelled and the infant does not appear, the ticket is voided and the seat released back to Rocket. This is to avoid a person claiming an infant to get additional seats.

4. BAGGAGE CLARIFICATIONS:

4.1. IDENTIFICATION: All pieces must have clear identification of passenger name and cell phone number on the outside of the bag for the driver to verify bag owner. Not having this identification absolves Rocket of any responsibility of getting the bag to its correct owner.

4.2. DISCLOSE ALL BAGGAGE: All baggage/boxes/animals must be disclosed at booking. No guarantee for undisclosed item brought to the van to be carried.

4.3. OVERSIZE / OVERWEIGHT: Oversized and Overweight baggage are not carried. Pack an additional bag or ship it to your destination.

4.4. BAGGAGE IN REAR OF VAN: Baggage is not checked. Passengers are responsible for the correct identification and retrieval of their baggage. Driver will verify name only after retrieving bag. Travelers are not allowed to place in nor retrieve from items in the rear of the van.

4.5. STANDARD BAGGAGE is defined as two standard checked size bags or smaller per traveler.

4.5.1. CHECKED SIZE: Each bag must weigh 50 pounds or less and have a maximum dimension of 62 linear inches (length + height + width). Boxes and Totes are not standard baggage. Totes are not accepted.

4.5.2. CARRY ON SIZE: Smaller than checked sized bags with a maximum dimension of 45 linear inches (length + height + width) as defined according to airport guidelines including wheels and handles. They are part of the standard baggage count if placed in the rear of the van. If the bag is kept with the traveler and not interfering with the comfort or safety of other travelers, there is no charge.

4.6. ADDITIONAL BAGGAGE: is luggage placed in the rear of the van beyond the standard baggage per traveler.

4.7. ODD BAGGAGE is anything not defined elsewhere. If unsure, please call the Dispatcher. Prior arrangements must be made with the Dispatcher during office hours for odd luggage as not all vehicles are able to accommodate large or unusual items.

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- 4.8. PERSONAL ITEMS are items such as purses, back packs, computer bags, and brief cases kept with the passenger at their seat. If the item goes in the back of the van, it is counted among the checked sized bags resulting in possible additional luggage charges. One personal item is allowed per traveler.
- 4.9. COATS, UMBRELLAS, AND SUCH are items that should never be out of the possession of the traveler. These items are kept at your seat. If placed in the rear of the van, each piece counts as additional baggage with appropriate fees paid to the driver. Expect these items to get crushed, dirty, and wrinkled when placed with baggage that is rearranged at each stop.
- 4.10. BAGGAGE LIABILITY: As provided by Washington State law (RCW 81.29.050 and WAC 480-30-476), unless a higher value is declared prior to transportation and paying an additional amount agreed to in writing by Rocket Transportation LLC, the following minimum property liability will apply:
- 4.10.1. Per Adult Fare: \$250.00
- 4.10.2. Per Childs Fare \$100.00
- 4.10.3. Liability is not extended to excess value coverage on articles of extraordinary value including, but not limited to: negotiable instruments; papers, money, manuscripts, irreplaceable publications, documents, jewelry and watches, cameras, computers, DVD players or other electronic equipment, and musical instruments.
- 4.11. ADDITIONAL BAGGAGE LIABILITY: If you would like to purchase additional luggage liability up to \$1000.00 you may do so for the following amounts with a detailed description of the luggage contents provided at reservation:
- 4.11.1. Adult: \$50 per leg of travel.
- 4.11.2. Child: \$60 per leg of travel.
- 4.12. SUITABILITY FOR REAR OF VAN: Rocket Transportation recommends that all electronic, delicate, crushable, or non-stackable items be kept with the traveler and not placed in the baggage area of the vehicle. Placing such items in the baggage area of the vehicle is considered negligence on the part of the traveler. At no time does Rocket Transportation have any liability for electronic equipment and computers.
- 4.13. BAGGAGE INSPECTION: Rocket does not make a habit of inspecting the contents of baggage. Rocket does reserve the right to inspect baggage that raises a suspicion. The traveler may choose to not bring the baggage rather than have it inspected. If not bringing this item causes the passenger to not travel, the trip is considered used.
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- 4.14. **NORMAL WEAR AND TEAR:** The handling of baggage causes it to break down over time. Repeated stacking and sliding the bags in the rear of the van is hard on baggage. Rocket Transportation is not responsible for how your items responds to this process.

5. ANIMAL RULES:

- 5.1. **ANIMAL ALLERGY:** If you have an animal allergy, it is up to you to speak with the Dispatcher at least two business days prior to your travel date(s). Accommodating your allergy may require you to be on an earlier or later shuttle than desired depending on other reservations. It is possible for a dog and a cat to be on the same shuttle.
- 5.2. **SERVICE ANIMALS:** "Service animals, as defined by the Americans with Disabilities Act, will be carried free of charge. Service animals may not occupy passenger seats (must sit or lay on floor at traveler's feet) unless it is necessary to assist an individual with a disability." Emotional Support Animals are considered pets that provide comfort to the traveler.
- 5.3. **CARRIERS:** Pets not in secure carriers will not be carried.
- 5.4. **PETS IN CARRIERS:**
- 5.4.1. Pets must remain in the carrier for the entire trip.
- 5.4.2. Carrier must remain on the floor or in the rear of the van for the entire trip.
- 5.4.3. If the carrier is on the floor and you choose to unzip for the comfort of your pet, the pet must still stay in the opened carrier.
- 5.5. **DOUBLE FEES:** Pets in carriers not properly disclosed at booking will be carried on a space available basis with double the appropriate fee paid directly to the driver prior to boarding. If space is not available for the carrier and the traveler chooses not to board the van as a result, the ticket is considered used.
- 5.6. **HIDDEN PETS:** Pets brought on board tucked inside clothing or hidden in some creative manner will be cause for the traveler and the pet to be dropped at the next location convenient for the driver and the ticket considered used as a carrier is not available to place the pet in.
- 5.7. **ALLERGIES:** Rocket does our best to reduce allergens to fellow and future travelers. This is a time consuming and costly process. Animals on the seat add additional work and cost even if the breed is of the non-allergy type.

6. FARE DETAILS:

- 6.1. **FLEXIBLE FARES:** Per WAC 480-30-420 "Fare flexibility. It is in the public interest to provide flexibility to auto transportation companies to charge fares for service.
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6.2. For the purposes of this section, the following definitions apply:

6.2.1. "Base fare" means the fares set forth in the company's tariff, except for tariff supplements, in effect on the date the company files a proposed tariff for flexible fares as a means to establish maximum fares.

6.2.2. "Flexible fares" means the authority to charge, at the company's discretion, fares in any amount at or below the maximum fares.

6.2.3. "Maximum fare" means a fare set initially at twenty-five percent above the company's base fare, as published in the company's effective tariff, except for tariff supplements. After a maximum fare has been published and become effective, the maximum fare will increase annually by five percent."

7. PAYMENT:

7.1. Payment is expected to be made at the time the reservation is made.

7.2. Reservation is not booked until fare has been paid.

7.3. Carefully review the reservation confirmation email for accuracy to ensure your most convenient travel on our Shared Shuttle.

7.4. CHARGE CARDS: Credit Cards are the expected form of payment. Cash is accepted only as a WALK ON passenger from SeaTac. Drivers do not carry change so any amount above the fare is a tip to the driver.

7.5. FARE ZONES: Fare is determined by actual addresses provided on the reservation and the fare zone that applies. If the incorrect fare zone is stated for the booking and the traveler insists on keeping the address in the different fare zone, the only remediation will be to pay the proper fare or cancel the ticket with a credit to your Rocket Wallet or credit card according to "Unused Tickets" and "Refunds" below. See Rate Table for Fare Zone details.

7.6. TRAVEL AGENTS / SALES COMMISSION: Travel agents may assist travelers with their Rocket reservations through our online reservation system. The agent must negotiate a fee directly with the traveler for this assistance. Rocket does not have a booking contract with travel agents.

7.7. INTERMEDIATE APPLICATION: Fares to or from intermediate points not named herein, will be the same as the fare to or from the next more distant station for which fares are named herein.

7.8. CONSISTENT PRICING: No passenger will be required to pay more for transportation to an intermediate point along a route than is charged for a longer trip over the same route.

8. CONVENIENCE FEE DETAILS:

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8.1. LAST MINUTE RESERVATIONS: A reservation made less than 2 full business days prior to travel for the additional work of fitting the reservation into the runs being Dispatched.

8.2. MEET N GREET or REVERSE Meet N Greet: These fees are paid at the time of reservation and stay with that reservation. The fee may be converted to a tip, pet charge, additional luggage charge, etc. on that same leg of travel should the traveler make this change more than 2 full business days prior to travel. This fee ensures that if the Dispatched Run includes a traveler location in the excluded list, an additional van and driver will be sent to pick up travelers even if doing so would not be within Rocket's matrix of doing so.

8.2.1. Clallam travelers desiring to not travel through Port Townsend (not including Port Hadlock, Chimacum, or Port Ludlow) desiring not to enter Port Townsend north of 4 Corners Rd.

8.2.2. Jefferson travelers desiring not to make additional stops South of 4 Corners Rd desiring not making additional stops in Port Hadlock, Chimacum, Port Ludlow, Marrowstone, or Quilcene. Stops after the Gateway Peninsula Visitor's Center at SR 19 and SR 104 by the Main Van are not excluded.

8.3. CRUISE PIERS: Rocket serves the Cruise Piers 66 and 91 during Cruise Season in the same areas as personal vehicles. Arrivals are as early as 9am and departures as late as 2pm; most commonly in 2 different shuttles at 10am and 1pm. This service has previously been included in the base fare. This is a time consuming, costly service that isn't requested enough by Rocket travelers to keep it included at no charge.

8.3.1. ALTERNATE CRUISE SERVICE: For the most flexibility and control over your arrival and departure times at the Cruise Piers, service from SeaTac to Piers 66 and 91 is available with Premier Shuttle for about \$36 each direction many more times than Rocket at a designated space in the bus zone.

8.3.1.1. PREMIER LOCATION AT SEATAC: Premier picks up and drops off from Garage Level 3, Island 2A. For updated / additional information on their service, please contact them at www.premierairportshuttle.com

8.3.1.2. To get to the Garage Level 3, take any SkyBridge from Ticketing level to the Garage (Level 4), take the escalator or elevator down to Garage Level 3, look for the Capital Airporter desk. Premier says it is easiest to use SkyBridge 4 which is near Door 23 on ticketing level or Baggage Claim 12.

8.3.1.3. Rocket drops at the North Shuttle Stop which is just outside Door 23.

8.3.1.4. Rocket picks up outside Door 00 on the Baggage Claim level near Baggage Claim 1.

8.3.1.5. OTHER CRUISE TRAVEL OPTIONS: You may find something that is more convenient for you. Including but not limited to: Taxi Cab. Light Rail, Uber, or Lyft.

9. SAFETY AND LIABILITY:

9.1. VAN DOORS: Van doors are opened only by Rocket Drivers – including rear doors to baggage area.

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9.1.1. Opening the door and entering the van is shocking to the people inside not expecting another traveler suddenly in their face.

9.1.2. Opening the door and exiting the van without a proper step is unsafe and choosing to do so is at your peril. This is a safety issue as passengers sitting for long periods of time combined with the step being farther than expected creates a high probability of falling.

9.2. SEATBELTS: Seatbelts must be worn by all travelers on Rocket Transportation vans in accordance with RCW [46.61.688](#). The van will not move until all seatbelts are properly latched. Do not book with Rocket if you are unable to wear a seatbelt. Seatbelt extenders are available by request.

9.3. CAR SEATS: Children riding with Rocket Transportation must ride in a car seat provided by client in accordance with RCW [46.61.687](#). Rocket Transportation does not provide car seats

9.4. UNACCOMPANIED MINORS: Rocket takes absolutely no additional responsibility for minors traveling alone on Rocket. The name and phone number of the guardian meeting the minor at the other end must be provided with the reservation. If the minor is not personally responsible enough to travel alone, they can't travel alone on Rocket.

9.5. SMOKING / ALCOHOL: Smoking of all substances and open containers of alcohol are prohibited on all vans. This includes all tobacco products, E-Cigarettes and medicinal or recreational marijuana.

9.6. ALTERNATE MEANS OF TRANSPORT: If Rocket is unable to complete the valid booking, Rocket will provide alternate transportation of Rocket's selection with Rocket or another carrier at Rocket's expense. If traveler(s) chooses different alternate transportation the traveler shall pay for that selection. An invalid booking is one that includes a location combination not served or unreasonable service times. For instance, "...arriving at SeaTac between 10:01am and 10:01am for a 10:30am departure..."; this is not valid Shared Shuttle Language. Rocket attempts to correct these prior to the travel date to make expectations clear.

9.7. PORT ACCESS / SAFETY: Rocket has promised to follow all rules put in place by the Port of Seattle (SeaTac – Seattle Tacoma International Airport) to be able to drop off on the Departures Deck and pick up on the Arrivals Deck. We ask that Rocket Travelers are also good stewards of Port Seattle use. These are some but not all Port rules. Please see [PortSeattle.org](#) website for more information.

9.7.1. INCAPACITATED: Travelers on Rocket are not allowed to be intoxicated / incapacitated upon arrival at SeaTac. If this should happen, the traveler must exit the Rocket van immediately into the custody of Port Seattle Security.

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- 9.7.2.PERSONAL VEHICLES: The “Airporters” zone on the Arrivals Deck and “Shuttle” zones on the Departure Deck are for authorized vans and buses as set by Port Seattle Ground Transportation. These areas are not authorized for personal vehicles to pick up or drop off travelers even if the traveler will next take, or just exited, one of these authorized vans or busses. For the safety of all, please walk to / from the closest authorized personal vehicle location (Door 6 on Arrivals, many doors on Departures).
- 9.7.3.Rental Car Shuttle Bus stops next to the Airporters area are also not authorized for personal vehicles.
- 9.7.4.SMOKING: Smoking at SeaTac Arrivals Deck is just outside Door 00, back into the alcove. Unfortunately, not all smokers stay back into the designated smoking area and it is sometimes necessary to walk through the smoke. Rocket travelers that smoke should ensure they are in the designated Smoking Area not jeopardizing our future ability to use the Airporters zone outside Doors 00 and Door 2.
- 9.7.5.CURB SAFETY: Travelers should never be between the Rocket Van and moving vehicles. Please stay on the sidewalk and wait for the driver to bring the luggage to the curb, or place the luggage on the curb where the driver indicates for the driver to load onto the van. If the passenger van doors are not next to the curb, take extra care to not walk in the path of moving vehicles entering and exiting only when instructed by the driver.

10. RESERVATIONS:

- 10.1. Advance reservations are required to use Rocket Transportation’s Shared Shuttle Vans. Reservations can be made online at GoRocketMan.com more than two business days prior to the travel date. Reservations closer to travel than that must be made through the Rocket Dispatcher and will incur restricted pickup locations.
- 10.2. Reservations made less than two business days from travel must be made through the Dispatcher and assess an additional \$20 non-refundable service fee.
- 10.3. Reservations made less than 24 hours from travel are USE or LOSE – not refundable even to the wallet except as stated in tariff item 11.5.
- 10.4. Reservations made online (www.GoRocketMan.com by Customer) are 100% refundable up to 24 hours after purchase when cancelled online and more than two business days from travel.
- 10.5. Changes made online to existing reservations incur no additional fees.
- 10.6. Changes made by Rocket Agents over the phone incur a \$10 fee per change. (Error corrections are not changes). This fee does not increase the fare amount but is deducted from any refund if the reservation is cancelled and a refund requested.

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10.7. ACCURATE TRAVEL DETAILS: Providing inaccurate connecting travel information makes the ticket fully used or changing travel plans without updating Rocket prior to the date of travel makes the ticket fully used. Shuttles are unnecessarily delayed when Rocket is checking your travel status from inaccurate or outdated information.

10.8. Rocket Transportation does not offer trip insurance of any type. If you interested in that type of coverage, we recommend you seek travel insurance from companies that provide that service.

11. TICKET LIMITATIONS:

11.1. INCONVENIENCE: Rocket strives to limit the inconvenience of time arriving or departing at SeaTac, Trains, Busses, Hotels, etc. to less than two hours. Meaning that if you desire to get to SeaTac by 1pm, we do not want to get you there before 11am. If the wait is longer, we didn't have another option to make it shorter. Cancelling a reservation after pickup times have been sent out via email prior to the pickup time is a used ticket. Your reservation affected the other travelers on that shuttle and it is too late to fill the seat with another traveler. Transferring to a different van to continue service is a normal part of operations.

11.2. CONNECTING TRAVEL DELAYS: In the case of the specified plane, train, or bus is delayed at no fault of the traveler, the ticket may be used on the next available shuttle by that same traveler as determined when the traveler arrives and notifies the Dispatcher between 8am and 9pm PT. You do not need to rebook or change to a specific future shuttle. Rocket will always do our best to accommodate the glitches that happen during travel. However, priority is given to those that have taken every step possible to mitigate the glitch and not leave it all to Rocket.

11.3. NO CALL, NO SHOW: A customer who has made a reservation but fails to properly cancel, reschedule, or appear at the designated pick-up point by the scheduled departure time is considered a completely used ticket except as stated in Tariff section 12.3.2

11.4. OBSERVED HOLIDAYS: Rocket Transportation will provide service by reservation, in accordance with its certificate, 365 days per year, except for Thanksgiving Day and Christmas Day, balancing company efficiency and customer convenience.

11.5. HOOD CANAL BRIDGE: If the Hood Canal Bridge is scheduled in advance for all day closure, Rocket will not operate Shared Shuttle Service on that day. Extended service may be available the day prior and day after schedule closure.

11.6. LOST AND FOUND: Rocket Transportation will not be responsible for items lost or left on any vehicle by passengers. Rocket Transportation will attempt to secure any such items at our office for up to thirty days but does not guarantee any protection or rightful return. Any items not claimed by rightful owner for a period exceeding thirty days shall be properly discarded or given to local charities.

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11.7. SCHEDULE MAINTENANCE: Rocket Transportation will not be responsible for delays caused by accidents, breakdowns, weather, highways/road conditions, or other factors beyond the control of Rocket Transportation and its employees. Rocket Transportation likewise does not guarantee arrival at, or departure from, any point at any specific time.

11.8. **BE READY:** In order to minimize travel time, travelers are expected to be at their pickup point ready to load at least 10 minutes ahead of the TARGETED pickup time provided by Rocket in their UPCOMING JOURNEY DETAILS email with all bags ready to load. For pickups in Clallam and Jefferson Counties, it is best practice to place baggage that will be loaded in the rear of the van on your porch / doorstep / driveway ten minutes prior to targeted pickup time and have yard / porch lights on.

12. REFUNDS:

12.1. ONLINE SYSTEM: 100% refund is available up to 24 hours after purchase if more than 2 business days prior to travel date when made through and cancelled through our web reservation system. For Round Trip reservations this date of travel would be for the first leg.

12.2. PROCESSING TIME: Refunds are processed within 60 days of refund request. Credit Card Disputes freeze all transactions for the disputed reservation. Outstanding amounts due places a freeze on the Rocket customer's account until resolved to the benefit of all parties.

12.3. REFUND POLICY: Per WAC 480-30-356, "Subject to the exceptions of (d)(ii) and (iii) of this subsection unused tickets will be redeemed at the purchase price and unused portions of round-trip 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.

12.3.1. (ii) Administrative fees for "Door-to-Door" service "By Reservation Only" - \$50 per reservation

12.3.2. (iii) A customer who has made a reservation but fails to cancel, reschedule, or appear at the designated pick-up point by the scheduled departure time is not eligible for a refund unless the failure was caused by an airline delay or cancellation."

12.4. REFUND PROCESSING: Any request for a refund due to an airline delay or cancellation is subject to verification of any such delay or cancellation. It is the traveler's sole responsibility to provide official airline verification of such delays and cancellations to Rocket Transportation. Subject to verification, refunds for unused fares are processed within 60 days, and subject to the \$50 Administration Fee.

12.5. Optionally, travelers affected by verifiable airline delays or cancellations, or other unforeseeable circumstances, may request to have the full value of the unused fare placed in the ROCKET DIGITAL WALLET for future reservations.

13. CANCELLATIONS/CONFIRMATIONS:

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- 13.1. Cancellations at least 2 full business days prior to the dispatched pickup time leave the ticket open for future use as booked or credit of unused portion to the ROCKET DIGITAL WALLET.
- 13.2. ROCKET DIGITAL WALLET: Rocket Digital Wallet amounts have no cash value.
 - 13.2.1. 12 MONTHS: Amounts placed into the ROCKET DIGITAL WALLET are verifiable and guaranteed for 12 months. Rocket will not remove funds but we will also not trace their origins nor verify correct value.
 - 13.2.2. NO BOOKING LIMITATIONS: Funds in the ROCKET DIGITAL WALLET may be use on any Shared Shuttle Service without limitations.
- 13.3. Cancellations less than 5 hours prior to the dispatched pickup time is a completely used ticket except in the case of delays with connecting travel in which the traveler is always able to take the next available shuttle.
- 13.4. When a cancellation is called in to Rocket, look for the updated email showing the reservation status as "Cancelled". If the email does not show up within 1 hour, call again or go online to cancel reservation again. We are still working out wrinkles in the software and not all cancellations are completing on the first attempt. If you do not get the email confirmation, the cancellation did not happen.
- 13.5. CONNECTING TRAVEL: For pickup at SeaTac, Amtrak, or Bus, call Rocket Dispatch as soon as you are aware that your travel is delayed at your departing location after 8am PT. If that puts you on the plane, train, bus during that time, leave a general voicemail on Menu option 1 that will be picked up the next morning. If your travel information changes (flight, train, bus #) update Rocket with that information after 8am or by voicemail. Any delay that occurs after the plane has departed is noted in the flight status and often minimal.

14. RIGHT OF REFUSAL:

- 14.1. Rocket Transportation reserves the right to deny a requested reservation for travel in the following circumstances per WAC 480-30-451
 - 14.1.1. In the company's judgment, providing the service would be hazardous, unsafe, or dangerous to persons or property;
 - 14.1.2. In the company's judgment, driveways or roads are improperly constructed or maintained, do not have adequate turn arounds, or have other unsafe conditions;
 - 14.1.3. The customer has an outstanding amount due to the company;
 - 14.1.4. The customer refuses to allow company personnel, drivers, agents, or representatives access to baggage or other materials prior to it being loaded in or on the vehicle;
 - 14.1.5. The customer appears to be under the influence of drugs or alcohol; or
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14.1.6. The customer attempts to bring onboard the vehicle materials that would be detrimental to the safety or comfort of other passengers.

14.2. **OBJECTIONABLE PASSENGERS ALREADY ON THE VAN:** Passengers under the influence of drugs or alcohol, or who appear incapable of personal care, or whose conduct or behavior may be objectionable to other passengers will be asked to contain themselves for the remainder of the trip. If the passenger is unable or unwilling to do so, they will be dropped at the next convenient location for the driver and their trip completed.

15. BUSINESS DAYS / OFFICE HOURS:

15.1. **DEFINITION:** Monday through Friday 8am to 6pm Pacific Time.

15.2. **TWO BUSINESS DAYS PRIOR CHART:**

15.2.1. Two business days before SUNDAY is THURSDAY

15.2.2. Two business days before MONDAY is THURSDAY

15.2.3. Two business days before TUESDAY is FRIDAY

15.2.4. Two business days before WEDNESDAY is MONDAY

15.2.5. Two business days before THURSDAY is TUESDAY

15.2.6. Two business days before FRIDAY is WEDNESDAY

15.2.7. Two business days before SATURDAY is THURSDAY

15.3. **AFTER HOURS:** After Hours telephone service will be taken by an Answering Service with messages taken and the appropriate staff notified at the appropriate time.

15.4. **BUSINESS OFFICE:** Rocket does not currently have a physical office for in person service.

16. WHEELCHAIR AND PERSONS WITH DISABILITIES:

16.1. **NO CHARGE:** Folding manual wheelchairs and walkers are accepted at no additional charge. These must be disclosed at booking to ensure space.

16.2. **TWO STEPS INTO VANS:** Our vans require 2 steps – one on a stool, electric step, or running board and one into the van.

16.3. **ATTENDANT:** Passengers must ingress and egress with minimal assistance. If the passenger is unable to travel alone, an attendant must accompany the passenger.

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16.4. **ROCKET DRIVERS LIMITED ASSISTANCE:** Rocket drivers are unable to physically ensure passengers board or disembark at proper locations and times. Drivers are only able to provide phone / verbal assistance to passengers that call the driver, or passengers that answer the driver's call to the number provided. Please do not ask the driver to act as an attendant. It is unsafe for a driver to be directly responsible for the care of a passenger in a moving vehicle.

17. SERVICE TYPE:

17.1. **SERVICE AREA:** Rocket serves the North Olympic Peninsula of Clallam and East Jefferson County traveling across the Hood Canal Bridge with one potential stop in Poulsbo, taking passengers to and from Silverdale, Bremerton, Port Orchard, Gig Harbor, Tacoma, SeaTac and Seattle. Then the exact reverse travel picking up in Seattle, SeaTac, Tacoma, etc. dropping off in Poulsbo, Port Ludlow, etc.

17.2. **DOOR TO DOOR SERVICE:** Rocket picks up or drops off passengers at their selected location in East Jefferson County and Clallam County crossing the Hood Canal Bridge with a limited pickup in Poulsbo then dropping off at limited locations in Kitsap, Pierce, and King Counties. Fares are dependent on this selected location. In order to pay a different fare, the traveler must select a location in a different fare zone.

17.3. **WHAT WE DO:** Rocket operates a Connecting Service with one Direct Van on each route. Additional vehicles (most commonly Rocket Vehicles) bring passenger groups to the Direct Van to minimize travel time for all. Understand that each transfer stop adds travel time meaning that each run is optimized to group with the intent to minimize Direct Van stops. Transferring to a different van to continue service is expected.

17.4. **FLAG STOPS:** Every stop with Rocket is a Flag Stop in that Rocket does not stop anywhere that there is no passenger booking to stop at. Although SeaTac Airport is our most common stop, there are trips that do not drop off nor pick up at SeaTac.

17.5. **DEFINITIONS:** Per WAC 480-30-036

17.5.1. "Connecting service" means an auto transportation company service over a route, or routes, that require passengers to transfer from one vehicle to another vehicle operated by either the same company or a different company before reaching the ending point.

17.5.2. "Direct route" means an auto transportation company service over a route that goes from the beginning point to the ending point with limited, if any, stops along the way, and traveling only to points located on the specific route without requiring a passenger to transfer from one vehicle to another.

18. SERVICE LIMITATIONS / REQUIREMENTS:

18.1. **STANDARD PICKUP LOCATION:** Standard pickup location is on the street at the driveway. Van will not leave road unless residence is at least 100' from where the driveway meets the road AND van only needs to back only once to return to road. Driver will retrieve luggage from your porch and take it to the van by rolling or carrying at the driver's discretion.

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- 18.2. CLIENT SELECTED LOCATION IN CLALLAM OR EAST JEFFERSON: All locations must have minimal pot holes, good traction, 15' canopy clearance on all sides of road and driveway, be well marked and well lit, and require the van to only back one time in order to return to the road.
 - 18.3. PROPERTY DAMAGE: Carrier not responsible for property damage resulting from the absence of any of the above.
 - 18.4. WEATHER IMPACT ON SELECTED LOCATION: If the selected location is not accessible due to weather, construction, and such, client must select an alternative location in an accessible area. This change is not a failure to provide door to door service. Driver has the final say on accessibility especially in the cases of snow- or ice-covered roads. We will not place anyone in danger to check out conditions closer to your location for the slim chance that those roads are better than the main roads already in question. Temperatures fall quickly after the sun goes down and the wet or slushy road becomes ice.
 - 18.5. NATIONAL PARKS: Rocket does not serve State or National Park locations that require a pass to enter.
 - 18.6. KNOW YOUR STOP: Client must provide accurate address and know how to assist driver to the selected address. Be ready to answer a call if the driver needs information.
 - 18.7. GATES: Driver will not proceed through a closed yet unlocked gate without permission from the client. With permission, driver will open the gate then continue to location. Client is responsible for closing the gate.
 - 18.8. GATE CODE: Should your selected location have a locked closed gate that restricts access to your location, you must provide access through the gate, by code, phrase, call, etc. whatever is proper for access. If access is not successful, your location of service the previously specified time is now at the gate.
 - 18.9. Pickup locations can't be modified after Shared Shuttle Run has been Dispatched.
 - 18.10. Client must accept additional inconvenience as part of shared transportation.
 - 18.11. Driver Tips are never expected, but always appreciated for a job well done - and not included in the fare.
 - 18.12. VAN GUIDELINES:
 - 18.12.1. Passengers are asked to follow all driver instructions on seating. Failure to comply with a driver's instruction completes that trip and removes your future ability to travel with Rocket.
 - 18.12.2. Rocket attempts to sit parties with multiple travelers together and we ask single travelers to help us by listening to and following the directions of the driver. When the driver directs you to a single seat, please do not sit in a double seat.
 - 18.12.3. Each reservation books one seat per passenger. We ask passengers to restrict themselves to one seat until all passengers are boarded.
 - 18.12.4. The only way to guarantee the ability to utilize more than one seat is to book additional passengers with the name "Seat". Seat would be the same fare as if it was another adult traveler.
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- 18.12.5. Most of the vans have four seats at the rear; these seats are narrower than the rest of the van. Rocket attempts to place one single traveler and one party of two travelers at the rear to minimize cramped quarters. For the occasions that we place four people in the back four seats, we apologize in advance. A party of four will most often be asked to sit in the back unless there are mobility issues.
- 18.12.6. Choosing the seats next to the door before all have loaded requires you to exit each time a new passenger boards as we will never ask a passenger to step over another passenger to get to a seat.
- 18.12.7. Priority for the two seats next to the door (outside front bench and jump seat) and the middle front bench seat is given to travelers with limited mobility.
- 18.12.8. When the van is East of the Hood Canal Bridge (Kitsap side) please do not chat with the driver; necessary conversation only.
- 18.12.9. Front Passenger seat is a seat available to travelers and should be filled prior to the rear four seat bench is full. Travelers sitting in the front seat need to take extra care to not chat with the driver.
- 18.12.10. Eating and drinking is allowed on the van as long as the food is not messy or stinky and the drink is in a non-spill container.
- 18.12.11. No specific seats are reserved at booking at this time. Communicate needs/limitations with your driver **and be prepared to collaborate with other travelers to find a solution that works for all.**

19. PROMOTIONAL FARES:

- 19.1. RADIO STATION PROMOTION: KSQM radio station Sequim, Washington; KONP radio station Port Angeles, Washington, KPTZ radio station Port Townsend, Washington and any local radio stations:
 - 19.1.1. Rocket will provide the radio station with X number of regular fare tickets both one way and round trip.
 - 19.1.2. The radio station will in turn offer the tickets to their listeners at some discounted rate.
 - 19.1.3. Rocket Transportation will receive full credit of the ticket amount to be used towards advertising on that radio station.
 - 19.2. NEWSPAPERS AND PUBLICATIONS: Peninsula Daily News, Sequim Gazette, PT Leader and other such publications including newsletters, brochures, placemats, and maps:
 - 19.2.1. Provide the same as the RADIO stations if feasible for the publication and its readers.
 - 19.2.2. Provide an additional one-time discount to readers of the publication.
 - 19.2.3. Provide a Buy One Get One discount to readers of the publication.
 - 19.3. COMMUNITY SUPPORT: Support local fundraising efforts within our community through ticket donations to programs for the elderly and children.
 - 19.4. COMMUNITY PARTNERSHIP: Rocket will coordinate with local businesses or points of interest to incentivize travelers choosing that pickup / drop off location to minimize travel time for all. The fare would be discounted and potential other benefits provided.
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20. FARE TABLE:

RATE SCHEDULE							
#	Zone ->	BASE	OUT	MAX	BASE	OUT	MAX
Guests		OW	OW	OW	RT	RT	RT
1	Base	74.60	126.80	164.10	126.80	215.60	279.00
	Max	93.30	158.50	205.10	158.50	269.50	348.80
2	Base	126.80	215.60	279.00	215.60	366.50	474.30
	Max	158.60	269.50	348.70	269.50	458.20	593.00
3	Base	179.00	304.30	393.80	304.30	517.40	669.60
	Max	223.80	380.40	492.30	380.40	646.80	837.00
4	Base	231.30	393.10	508.70	393.10	668.40	864.90
	Max	289.10	491.40	635.90	491.40	835.50	1081.10
5	Base	283.50	481.80	623.60	481.80	819.30	1060.20
	Max	354.40	602.30	779.50	602.30	1024.10	1325.30
6	Base	335.70	570.60	738.50	570.60	970.20	1255.50
	Max	419.60	713.30	923.10	713.30	1212.80	1569.40
7	Base	387.90	659.40	853.30	659.40	1121.10	1450.80
	Max	484.90	824.30	1066.60	824.30	1401.40	1813.50

Fare Zones:

- **BASE:** North of SR 104 West side of Hood Canal Bridge, South on HWY 101 until Lairds Corner Park N Ride. This includes Port Ludlow, Chimacum, Port Hadlock, Port Townsend, Sequim, and Port Angeles.
- **OUTlying:** Quilcene, Indian Island (Gate or Park) / Marrowstone / Nordland, and Port Angeles West of Lairds Corner along HWY 101 until Lake Crescent, and along SR 112 through Joyce.
- **MAXimum:** Brinnon, Port Angeles West of Lake Crescent and Joyce, Beaver, Forks west until the Fork’s Transit Center, Sekiu, Clallam Bay, and Neah Bay.

Fare path of travel: Starting at the Forks Transit Center traveling west along HWY 101 to Left on SR 20, Right on Four Corners Road, R on SR 19, Left on SR 104, cross the Hood Canal Bridge toward Poulsbo. The shortest travel path will always be taken based on passenger reservation locations. This path determines additional fare zones that significantly increase travel times and incur a higher fare to serve:

Note 1: Base and Max Fares in the Fare Zones is based on all guests being ADULT fares.

Note 2: Following down the schedule is for the number of adult travelers utilizing the COMPANION discount.

Note 3: Outlying (OUT) zone is 170% of BASE.

Note 4+: Maximum (MAX) zone is 220% of BASE.

Note 5: Fare Rounding Factor is .10

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Rocket Transportation, LLC

For the transportation of passengers:

On-demand, door-to-door service by reservation only;
All passengers must have either their origin or destination in East Jefferson
County, or Clallam County.

BETWEEN East Jefferson County, or Clallam County AND Kitsap County, Seattle
and Tacoma Amtrak stations, Seattle and Tacoma Greyhound bus terminals,
Seattle and Tacoma Hospitals, Seattle waterfront cruise ship piers, SeaTac
Airport and hotels along the route.

Door-to-door service is unscheduled.
The actual time the vehicle will arrive to
pick up passengers depends on the number
of passengers making reservations, and the
locations that those passengers request
pickup. Rocket Transportation will develop
actual routes to balance passenger
convenience and company efficiency.

Reservations must be made on at least 24
hours advance notice.
Service is available 365 days a year between
7:30am and 7:30pm but Rocket
Transportation reserves the right to provide
service outside of these hours at its own
discretion.

Note: Rocket Transportation is not responsible for delays caused by weather, accidents, or
other circumstances beyond its control.