

Tariff No. 4

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Cancels 1<sup>st</sup> Revised Page One

Pacific Northwest Transportation Services, Inc. dba Capital Aeroporter Airport Shuttle

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## PASSENGER RULES

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### SECTION ONE RULES AND REGULATIONS

#### RULE NO.

- (C) 1. a. **FULL FARES** – Fares published herein are full fares and apply to all passengers, unless otherwise indicated.
- b. **GROUP FARES** – When two or more passengers are traveling together, the charge for the second (or more) passengers will be as provided for each additional passenger. The fare must be on the same ticket (reservation/booking) for the same pickup and drop off point.
2. ...
3. **STOP-OVER FARES** – Stop-over fares will not be permitted on any portion of the route.
- (C) 4. **Discount Fares:**
- a. **RETURN DISCOUNT** – Passengers who book return services, no later than the same day of the beginning of their roundtrip services are eligible for a discount.
  - b. **MILITARY DISCOUNT** – Active Duty Personnel in any branch of the United States Armed Forces (including United States Coast Guard) are eligible for a discount. Valid Military identification is required.
  - c. **STUDENT DISCOUNT** – Full Time Students, that are currently enrolled, with valid student identification are eligible for a discount.
  - d. **SENIOR DISCOUNT** – Passengers age 62 and older, with valid identification, are eligible for a discount.
  - e. **AIRLINE EMPLOYEE DISCOUNT** – Active airline employees are eligible for a discount. Valid airline identification badge/card is required.
  - f. **TRAVEL AGENT DISCOUNT** – Travel agents are eligible for a discount. Agency business identification is required.
  - g. **COMMUTER PASS** – Commuters are eligible for a weekly or monthly discount.
  - h. (N) **SAME DAY RETURN DISCOUNT** – Passengers who book same day return services, no later than the same day of the beginning of their same day roundtrip services are eligible for a discount.
  - i. (N) **FREQUENT USER/LOYALTY PROGRAM** – Repeat passengers who book frequent services and register with Company loyalty program are eligible for a discount.
  - j. (N) **CONVENTION DISCOUNT** – Passengers travelling with a conference/convention are eligible for a discount.

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5. (C) **BAGGAGE POLICY**– Baggage will be limited to two standard-sized checked pieces of luggage (each piece not to exceed 70 pounds and/or 62 inches total dimensions) and one carry-on (not to exceed 45 inches total dimensions per fare-paying passenger), plus one personal item (e.g. laptop computer, small handbag, etc.). Additional Baggage Fees may be charged as an ancillary/accessorial fee.

**NORMAL 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.

**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. In any case, liability is limited as provided in RCW 81.29.020 and WAC 480-30-476.

**LOST ITEMS:** Notification of lost items or damage - Capital Aeroporter must be notified of any loss or damage within 24 hours of transportation. We will make every effort to locate your item for you. Items left by passengers, that are recovered, will be retained for 30 days and will be available for pickup on a will-call basis at our office (2745 29<sup>th</sup> Ave SW, Tumwater, WA 98512) Monday through Friday, 8 a.m. - 6 p.m. Passengers who request forwarding of lost items will be charged pre-shipping, plus a handling fee. Unclaimed items will be disposed of after 30 days.

6. (C) **CANCELLATION-REFUND POLICY:** If plans change please contact Capital Aeroporter at least 24 hours prior to your scheduled pickup time to avoid any charges and receive a full refund. If you contact Capital Aeroporter less than 24 hours prior to your scheduled pickup time, you will be charged a cancellation fee. Late or early arrivals may be transferred to the first available vehicle or trip. Transfer to another vehicle or trip may be made in advance, or due to adjusted airline arrival time or cancellation. Subject to the above, unused tickets or unused return portions of round trip services (reservations/bookings) can be redeemed at the purchase price, or remaining value may be applied as credit to a future reservation or booking. Any remaining balance owed to Capital Aeroporter must be paid by passenger for services, and any remaining unused balance owed to passenger will be refunded.
7. (C) **SCHEDULE MAINTENANCE/LIABILITY:** Capital Aeroporter will not be liable for delays caused by accident, breakdown, poor road conditions, snow storms and/or any other conditions beyond its control, and does not guarantee to arrive or depart from any point at any specific time, when conditions exist that are out of Capital Aeroporter’s control. Any expenses incurred as a result of delayed departure or arrival time beyond our control, including but not limited to, missed flights or travel connections, are the sole responsibility of the passenger.

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## PASSENGER RULES

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8. **OBJECTIONABLE PASSENGERS:** In order to maintain a safe and comfortable driving environment, Capital Aeroporter reserves the right to deny or de-board any person or animal who, in the driver's or agent's judgment, is unruly or disruptive. This includes persons under the influence of intoxicating liquor, alcohol or drugs, or who are incapable of taking care of themselves, or whose condition, conduct or behavior may be objectionable to other passengers.

9. **(C) ANIMALS:** Dogs, Cats, Birds and other animals will be carried on vehicle, when in an appropriate container of reasonable size, to be accommodated with other baggage.

**EXCEPTIONS:**

Service animals, as defined by the Americans with Disabilities Act, will be carried free of charge. Service animals may not occupy passenger seats unless it is necessary to assist an individual with a disability. Documentation is not required for the Service Animal, Service animals must be under their handler's control, either on leash or under constant control of their handler. However, leashes or other physical restraints are not required if the handler is unable to use a leash because of disability, or if using a leash would interfere with the service animal's safe, effective performance of work or tasks.

Service Animals, pets, service animals or emotional support animals that are unruly, disruptive or create an unsafe environment, in the judgment of driver or customer service agent, will be removed and refused service.

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