

SHUTTLE EXPRESS, INC. (C-975)

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

1st Revised Page 2

Tariff No. 11

Cancels Original Page 2

- vi) Denny's Restaurant – 5924 6th Ave., Tacoma
- vii) Safeway – 4831 Pt. Fosdick Dr. NW, Gig Harbor
- viii) The Beach House at Purdy – 13802 Purdy Dr. NW, Gig Harbor
- ix) Ft. Lewis Army Base/McChord Air Force Base – Fort Lewis, WA
- x) Between Cruise Terminals #66 and #91 and:
 - (1) Hotels in the cities of Sea-Tac or Tukwila
 - (2) South Center Mall

3) Cancellation and Refunds

- a) (C) CANCELLATION OF BOOKING – If requested at least 24 hours prior to scheduled travel, unused tickets may be redeemed at the purchase price and unused portions of round-trip or commutation tickets may be redeemed by charging the regular fare or fares for the portion or portions used, and refunding the balance of the purchase price. Cancellations made within 24 hours of pick-up date and time will result in a 100% cancellation charge.

(a) ...

(b) ...

(c) ...

- b) (C) EXPIRATION OF TICKETS – Any tickets purchased and unused will expire and be considered a failure to cancel at the later of:

- (i) 1 calendar year from the original date of purchase
- (ii) 1 calendar year from the latest scheduled pickup date

- c) (C) REFUND PROCESS – Refunds will be made in the following methods based on purchase payment type:

- i) CASH PAYMENT – Cash payments are refunded by company check sent via US mail within 30 days of the refund request being processed.
- ii) CHECK PAYMENT – Check payments require a 7 day waiting period after payment has cleared and will then be refunded by company check sent via US mail within 30 days of the refund request being processed.
- iii) CREDIT CARD PAYMENT – Credit card payments are credited back to the credit card that was used for the original purchase. Refunds are processed within 3 business days of request, but may take longer to post back to the original account due to individual bank policies and wait times out of Shuttle Express' control.

Issued By: Wesley Marks, Accounting Manager
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