



Rider Policies

Shuttle Express Privacy Policy

This privacy policy has been compiled to better serve those who are concerned with how their 'Personally identifiable information' (PII) is being used online. PII, as used in US privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information in accordance with our website.

What personal information do we collect from the people that visit our blog, website or app?

When booking or registering on our site, as appropriate, you may be asked to enter your name, email address, mailing address, phone number, credit card information or other details to help you with your experience.

When do we collect information?

We collect information from you when you register on our site, place an order, fill out a form or enter information on our site.

How do we use your information?

We may use the information we collect from you when you register, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To personalize user's experience and to allow us to deliver the type of content and product offerings in which you are most interested.
- To allow us to better service you in responding to your customer service requests.
- To quickly process your transactions.
- To send periodic emails regarding your order or other products and services.

How do we protect visitor information?

We participate in voluntary scans of our own network and systems to ensure security and protection, as well as only using providers that maintain security protection to PCI standards.

Your personal information is contained behind secured networks and is only accessible once entered by a limited number of persons who have special access rights to such system administrators, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted and transmitted via Secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user places an order enters, submits, or accesses their information to maintain the safety of your personal information.

For your convenience we may store your credit card information kept for more than 60 days in order to expedite future orders, and to automate the billing process.

Do we use 'cookies'?

We do use cookies for tracking purposes, as well as to personalize the booking experience.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser (like Internet Explorer) settings. Each browser is a little different, so look at your browser's Help menu to learn the correct way to modify your cookies.

If you disable cookies, some features will be disabled that make your site experience more efficient and some of our services will not function properly. If you have disabled cookies and have problems placing an order, we recommend calling our 24 hour call center to book over the telephone.

Third Party Disclosure

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information.

Third party links

We do not include or offer third party products or services on our website.

Google

Google's advertising requirements can be summed up by Google's Advertising Principles. They are put in place to provide a positive experience for users.

<https://support.google.com/adwordspolicy/answer/6008942?rd=1> (<https://support.google.com/adwordspolicy/answer/6008942?rd=1>)

Google may track your activity while using our site, including referrer, location, and visit information.

California Online Privacy Protection Act

CalOPPA is the first state law in the nation to require commercial websites and online services to post a privacy policy. The law's reach stretches well beyond California to require a person or company in the United States (and conceivably the world) that operates websites collecting personally identifiable information from California consumers to post a conspicuous privacy policy on its website stating exactly the information being collected and those individuals with whom it is being shared, and to comply with this policy. – See more at: <http://consumercal.org/california-online-privacy-protection-act-caloppa/> (<http://consumercal.org/california-online-privacy-protection-act-caloppa/>)

According to CalOPPA we agree to the following:

Users can visit our site anonymously. Once this privacy policy is created, we will add a link to it on our home page, or as a minimum on the first significant page after entering our website. Our Privacy Policy link includes the word 'Privacy', and can be easily be found on the page specified above.

Users will be notified of any privacy policy changes:

- On our Privacy Policy Page

Users are able to change their personal information:

- By emailing us
- By calling us
- By chatting with us

COPPA (Children Online Privacy Protection Act)

When it comes to the collection of personal information from children under 13, the Children's Online Privacy Protection Act (COPPA) puts parents in control. The Federal Trade Commission, the nation's consumer protection agency, enforces the COPPA Rule, which spells out what operators of websites and online services must do to protect children's privacy and safety online.

We do not specifically market to children under 13.

Fair Information Practices

The Fair Information Practices Principles form the backbone of privacy law in the United States and the concepts they include have played a significant role in the development of data protection laws around the globe. Understanding the Fair Information Practice Principles and how they should be implemented is critical to comply with the various privacy laws that protect personal information.

In order to be in line with Fair Information Practices we will take the following responsive action, should a data breach occur:

- We will notify the users via email within 7 business days

We also agree to the individual redress principle, which requires that individuals have a right to pursue legally enforceable rights against data collectors and processors who fail to adhere to the law. This principle requires not only that individuals have enforceable rights against data users, but also that individuals have recourse to courts or a government agency to investigate and/or prosecute non-compliance by data processors.

CAN SPAM Act

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations.

We collect your email address in order to:

- Send information, respond to inquiries, and/or other requests or questions.
- Process orders and to send information and updates pertaining to orders
- We may also send you additional information related to your product and/or service.
- Market to our mailing list or continue to send emails to our clients after the original transaction has occurred

To be accordance with CAN SPAM we agree to the following:

- NOT use false, or misleading subjects or email addresses
- Identify the message as an advertisement in some reasonable way
- Include the physical address of our business or site headquarters
- Monitor third party email marketing services for compliance, if one is used.



opt-out/unsubscribe requests quickly

(<http://www.trustguard.com>) the link at the bottom of each email

If at any time you would like to unsubscribe from receiving future emails, you can

- Follow the instructions at the bottom of each email.

Contacting Us

If there are any questions regarding this privacy policy you may contact us using the information below.

Shuttle Express

Attn: Sales and Marketing

800 SW 16th Street

Renton, WA 98057

United States

sales@shuttleexpress.net

(mailto:sales@shuttleexpress.net)425-981-7000

Shuttle Express Rider Policies

Payment methods: As of September 4th, 2016, we do not accept cash, checks, or foreign currency; we accept credit card payment only.

Additional Fees: Positioning fees may apply on hourly charters; a fuel surcharge may apply on all services; \$20 extra stop charges apply to additional stops on exclusive airport service.

Gratuities: An optional gratuity given to your share ride driver for a job well-done is appreciated. Our coaches, and non-airport, luxury car/limo services carry a 15% mandatory gratuity added to the base fare.

Baggage Policy: Baggage is limited to two standard-sized, checked pieces of luggage (each piece not to exceed 70 pounds and/or 62 inches total dimensions) and two personal items (not to exceed 45 inches total dimensions) per traveling guest. Additional luggage or over-sized pieces will be subject to an extra seat charge or will require paying for a vehicle upgrade. Please provide an accurate baggage count when booking your ride.

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 Items: We do not check luggage. All items are considered "carry-on" luggage. We are not responsible for loss or damage to items carried on board the vehicle unless it can be shown that the company was in some way negligent.

Notification of Lost Items or Damage: Shuttle Express must be notified of any loss or damage within 24 hours of transportation.

Lost Items: Lost items 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 16th St., Renton, WA, 98057), Monday through Friday, 8:00 a.m. to 5:00 p.m. After 30 days, unclaimed items will be disposed of.

Missed Flights: We are not responsible for service delays caused by circumstances out of our control, including but not limited to: severe weather, heavy traffic, major accidents, and traffic-disrupting events. If you feel you missed your flight because of our service, submit receipts for costs you incurred within 30 days to Shuttle Express, 800 SW 16th St., Renton, WA 98057. Upon management review and validation, we will issue a refund of our service fee and up to \$100 per reservation.

We build our trips in advance to ensure we get you to the airport on time, so it's important to book in advance. If you book your trip within 24-hours of your pick-up time, our missed flight refund policy does not apply.

Cancellation Policy:**Share-Ride and Downtown Airporter:**

Cancellations made at least 24 hours before confirmed pick-up date and time will be refunded 100%.

Cancellations within 24 hours will result in a 100% cancellation charge.

Private Van, Town Car, and Limo Services

Cancellations made at least 24 hours before confirmed pick-up date and time will be refunded 100%.

Cancellations within 24 hours will result in a 100% cancellation charge.

Coach and Specialty Charters (14+ passengers)

Cancellations made at least 14 days before confirmed pick-up date and time will be refunded 100%.

Cancellations within 14 days of confirmed pick-up date and time will result in forfeiture of 30% deposit.

Cancellations within 72 hours and "no shows" will result in a 100% cancellation charge.

Direct Bill Accounts

Cancellation fees will be charged per cancellation policies listed above and are due Net 30.

Credit Card Charges Policy

Booked by phone: credit card will be charged when you book your ride.

(<http://secure.trust-guard.com/security/12098>)

Web bookings: All web bookings require a credit card payment and are charged at the time of online booking.

Luxury services (including limo and tour services): All luxury services require a credit card and will be charged at the time of booking.

Transactions totaling more than \$100 (one-way): All are charged at the time of booking.

Please note that if you add a gratuity at the time of travel, you will see a separate charge for the tip on your credit card statement.

Licensed, Bonded, and Insured

Limitations of Liability: Carrier will not be liable for delays caused by accident, breakdown, poor road conditions, snow storms and other conditions beyond its control, and does not guarantee to arrive at, or depart from any point at any specific time in case of conditions beyond 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.

Pets: Share Ride and Private Vehicles: Small pets are allowed and will be carried when in an appropriate container with outside dimensions not to exceed 27" long x 20" wide x 19" high that can fit at your feet in the vehicle. We must be notified at time of booking.

Exceptions: Service animals, including Seeing Eye, Hearing Impaired and certified search dogs, when properly harnessed or leashed, will be carried free of charge. The dogs will not be permitted to occupy a seat, but must lie at the owner's feet.

Private Vehicle Wait Time: We provide a 14-minute grace period if a guest is late. After 15 minutes, you will be billed \$1 per minute.

Unaccompanied Minors: Children ages 8-15 may ride unaccompanied on our exclusive airport service with a permission form signed by authorized parent/guardian. You must notify the guest service agent if the guest is an unaccompanied minor, then complete the Unaccompanied Minor form. If chauffeur is required to escort unaccompanied minor to an airline check-in point, an additional charge of \$50 will be assessed. We allow children ages 16 and over to ride unaccompanied on our share ride service, at the parent/guardian's discretion.

Unruly Passengers: In order to maintain a safe and comfortable driving environment, our drivers have the right to deny or de-board any person who, in the driver's judgment, is unruly or disruptive. This includes those under the influence of alcohol or drugs, or who are incapable of taking care of themselves, or whose condition, conduct or behavior may be objectionable or dangerous to other passengers.

Book Your Ride

Your ticket to safe, stress-free transportation



BOOK ONE WAY

BOOK ROUND TRIP

Get Receipts (/get-receipt)

Why Shuttle Express?

Shuttle Express Share Ride



Testimonials

Just want to recognize Matt the chauffeur we had this morning. Matt did a perfect job of picking us up and keeping us informed. He exhibits real professionalism and courtesy. Also, I recognized his very defensive safe driving practices under stressful traffic congestion.



(<http://secure.trust-guard.com/security/12098>)

– Michael C.

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Company info

Shuttle Express
800 SW 16th St.
Renton WA, 98057
sales@shuttleexpress.net
(mailto:sales@shuttleexpress.net)
(mailto:sales@shuttleexpress.net) Call Us: +1 425 981 7000

Fax: +1 425 981 7071

Seattle Airport Transportation (<https://shuttleexpress.com/seattle-seatac-airport-transportation/>)
Share Ride (<https://shuttleexpress.com/seattle/airport/share-ride/>)
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