



AIRPORT/CRUISE TERMINAL PICKUP INSTRUCTIONS:

After collecting your luggage, please step outside your Arrivals terminal and go to the Passenger Pickup area locate in the middle island (center). Once there, please give us a call at +1 949-510-4637 or +1 949-667-2743.

PICKUPS FROM HOTEL, PRIVATE RESIDENCES, OFFICE, AND OTHER:

Please go to your designate Passenger Pickup area 10 minutes before the scheduled pickup time.

WAITING TIME POLICY:

Free Waiting: 60 minutes (1 Hour) starting at scheduled pickup time.
Additional Waiting Time (upon request): \$15.00 per every 15 minutes of waiting. Charged on the 15 minutes increments.

===== CANCELLATION POLICY =====

(1) A service fee equal to the total trip cost will be charged for any cancellation made less than **12 hours prior to scheduled pick up** in a Sedan, Minivan, Full Size Van, SUV or any other service that accommodates/holds less than 9 passengers. (2) - 48 **hours prior to pick up** in a Full-Size Van Shuttle for groups of 10 to 14 passengers. (3) **72 hours prior to pick up in** a Coach or Bus holding 15 to 27 passengers. (4) 7 days prior to pick up date for any vehicle holding 28 or more passengers. We are not responsible for passenger flights or trains which are missed, canceled, diverted, delayed or any other incident which results in failure to comply with the Cancellation Policy. We will exact our best effort to fulfill client needs in these instances subject to wait time fees or late cancellations and re-bookings without detriment to other reserved clients. Reservation information contained herein is considered true and accurate unless otherwise corrected by notifying us. A full trip charge will apply if the passenger fails to contact our office if they are unable to locate their chauffeur or if our chauffeur is unable to locate the passenger within 30 minutes of the scheduled pick-up time. **DEPOSITS ARE NON-REFUNDABLE.**

===== AFFILIATES/PARTNERS SERVICES =====

Due to unforeseen events such but not limited to Road Conditions, Mechanical Failures, Over Bookings, RapidShuttle reserves the right to hire a RapidShuttle Affiliate and or Partner to provide transportation for a scheduled pickup. The service type and cost will be equal or greater from what the Client has paid. In such cases, the information provided to The Affiliate and or Partner it will be limited to the Client's name and contact phone number, arrival/departure flight information, and pickup/drop off information. In the event RapidShuttle sees the need to use one of our Affiliates and or Partners to provide a scheduled pick-up, RapidShuttle will Not Charge the client any extra fees. These measures must be in place to ensure that our clients do not get service interruptions or to avoid any unnecessary delays.

For more information on RapidShuttle's Products, Services, and Terms and Conditions, please visit us at www.rapidshuttle247.com, or email us at connect@rapidshuttle247.com or contact us at +1 949-510-4637 or +1 949-667-2743 or +1 888-672-7438.