



ABC SHUTTLE and 1st ABC Transportation

Reservations

About Reservations

Reservations for transportation to the airport are valid only for the time and date specified. Reservations for transportation from the airport are valid only for the date specified. 1st ABC Transportation LLC. d/b/a ABC SHUTTLE is not responsible for unused reservation or costs incurred as a result of customer error. When changing the pick up or drop off location of a reservation, rates are subject to change and additional charges may apply.

- **1st ABC Transportation LLC. d/b/a ABC SHUTTLE Shared Ride to the Airport**
Reservations are required for service to the airport. For reservations to the airport, 1st ABC Transportation LLC. d/b/a ABC SHUTTLE guarantees the customer will arrive at the airport in time to make his or her flight when booking based on the pre-set times recommended by the company's reservation system. If customer selects pickup times outside those recommended automatically during the reservation process, they do so at their own risk (AOR) and are no longer eligible for a refund of the fare for time delays outside of the 15-minute window pickup, or for reimbursement of any resulting costs.

The vehicle should arrive within the 15-minute window selected at the time of booking. It is the customer's responsibility to be ready and waiting to depart outside of the pickup location at the beginning of the 15-minute window, and remain for the full designated 15-minute pickup window. Failure to do so may inhibit our ability to provide service and may result in possible forfeiture of fare.

The customer must include the "Day of Travel" phone number in the event the driver ("Operator") calls for assistance during the pickup process. Operators are not required to call this phone number in advance of the pickup, however. Failure to provide a contact number for the day of travel may prevent our ability to provide service and result in possible forfeiture of fare. Customer may also receive additional notification calls to the designated contact number announcing reservation details in advance of the pickup.

- **1st ABC Transportation LLC. d/b/a ABC SHUTTLE Shared Ride from the Airport**
Reservations from the airport are required in only a few, select cities. Where reservations are not required, they are recommended to allow us to better meet demand. Advance reservations do not guarantee a van will be waiting for the customer at the curb at time of arrival. Vans are assigned to passengers upon check-in with company representative. Wait times for pick-up from the airport terminal can vary from city to city.

- **1st ABC Transportation LLC. d/b/a ABC SHUTTLE Private Transportation**

Reservations may also be made to book private 1st ABC Transportation LLC. d/b/a ABC SHUTTLE van service. Transportation is direct and can be used for non-stop transportation to or from the airport, point-to-point, or hourly service.

Short Notice Reservations

Short notice reservations are reservations made less than two hours prior to requested pickup times. We are unable to guarantee service availability or timely service for short notice reservations. Availability will depend on a variety of conditions, including pickup location, drop-off location, and current vehicle availability.

There are no refunds available for reservations made with less than two hours advance notice.

Reservation Abandonment

Reservation abandonment occurs when the Operator cannot find the customer at the designated pick-up location and cannot reach the customer for further instruction using the “Day of Travel” contact number provided within a short, reasonable time period, so as not to jeopardize pick-up of other shared-ride passengers.

Rates

Tolls, taxes and other fees may be not included in the calculated cost of the ride and customer may be responsible for additional charges. Reservations for private transportation with multiple stops will be routed from furthest pick-up point to the closest, and quoted accordingly.

- **Shared Ride Airport Transfers**

A flat rate is quoted at the time of booking and is guaranteed so long as the reservation is not changed.

- **Exclusive, Non-Stop Airport Transfers**

These reservations include van service to or from the airport. A flat rate is quoted at the time of booking and is guaranteed so long as the reservation is not changed. Extra stops are available for this service for an additional fee and are discussed below.

- **Charter Reservations**

Charters options include point to point or hourly transportation. Point to point reservations, where available, require a minimum charge plus distance-traveled charge and advance reservations. Extra stops are available for point to point reservations for an additional fee and are discussed in the following section. Hourly charters require a two-hour minimum reservation and at least one hour advanced notice. Hourly charter reservations should be made in advance to ensure availability. Charter vehicles are available based on demand and cannot be guaranteed on short notice.

- **Extra Stop Fee**

Customers may add an additional stop to a non-stop airport transfer or a point to point reservation for an additional \$10.00 fee. Extra Stop Fees do not apply to shared ride airport transfers or hourly charter reservations. If an extra stop incurs additional miles, additional fees may apply.

Payments

Customers must pay at time of booking to secure advance reservations. Any charges processed at

the time of booking and are refundable following the terms outlined in the Cancellation Policy below.

For reservations booked curbside, payment options vary and are dependent on location.

- **Personal Identification**

Our operators and staff reserve the right to request personal identification from customers with fares exceeding \$250. Failure to provide personal identification matching information on file may result in the inability of the company to service the reservation.

- **Company Vouchers**

Company-issued vouchers serve as a form of payment and the original voucher must be presented to the vehicle operator in the vehicle, at time of payment. In select cities, for rides from the airport, customer may be requested to present voucher to the 1st ABC Transportation LLC. d/b/a ABC SHUTTLE Customer Service Representative at the airport. Additional payment may be required to cover the cost of your ride. If the value on the voucher exceeds the reservation fee, the difference will not be returned. Vouchers provided by 1st ABC Transportation LLC. d/b/a ABC SHUTTLE are only valid for one year from date of issue or marked expiration date, whichever comes first. Expired vouchers will not be reissued and cannot be redeemed as a form of payment. Vouchers cannot be replaced or refunded if lost or stolen. Company-issued vouchers serve only as a form of payment and do not constitute a reservation. Customers must still schedule a reservation in advance to ensure pick-up.

- **Third Party Vouchers**

1st ABC Transportation LLC. d/b/a ABC SHUTTLE permits a variety of partners to re-sell its services, including travel agents, travel aggregators, and transportation aggregators. For third party providers, terms and conditions for services and vouchers will be established by the provider, but shall not supersede the Terms established herein by 1st ABC Transportation LLC. d/b/a ABC SHUTTLE . It is the customer's responsibility to ensure that the terms of any services purchased match the service for which they intend to use it, prior to any posted expiration dates. Expired vouchers cannot be redeemed as a form of payment. Refunds, changes to reservations, and billing issues on reservations made through third party travel partners and agents must be directed to the third party provider or agent firm for assistance.

Company-issued vouchers serve as a form of payment and the original, hard-copy voucher may be required as payment in the vehicle, at time of payment. In select cities, for rides from the airport, customer may be requested to present voucher to the 1st ABC Transportation LLC. d/b/a ABC SHUTTLE Customer Service Representative at the airport.

Depending on arrangements made with the Third Party Provider, vouchers may serve only as a form of payment and may not constitute a reservation. Customers may still need to schedule a reservation in advance to ensure pick-up.

- **Fare Tickets**

At this Moment we don't have a computerized kiosk upon check-in at the Denver international airport. Fare Tickets are tickets distributed by 1st ABC Transportation LLC. d/b/a ABC SHUTTLE staff or computerized kiosk upon check-in at the airport. They can only be redeemed using the original issued ticket. They cannot be redeemed through facsimile or scanned image. Fare tickets that have been purchased are non-refundable if not redeemed within 30 days.

- **Direct Bill**

Direct Bill accounts allow customers to book online, by phone, curbside, or in-vehicle. Accounts

are billed after the reservation is complete. These accounts are typically managed as part of Corporate Accounts and require credit approval.

- **Discounts**

Discount codes are valid for use while reserving the service via 1st ABC Transportation LLC. d/b/a ABC SHUTTLE. www.abcshuttle.com 1st ABC Transportation LLC. d/b/a ABC SHUTTLE . and the official mobile applications. They cannot be combined with other offers. They cannot be redeemed using third party providers. Discounts cannot be applied during phone reservations. Under no circumstances will a discount be applied past the expiration date.

- **Receipts**

Phone- and web-based reservations have the option to receive an email confirmation with complete reservation and payment details. For curbside reservations, it is the customer's responsibility to ask for a receipt as proof of payment in van. 1st ABC Transportation LLC. d/b/a ABC SHUTTLE will give customers a receipts only if customers request by email.

Cancellations, CREDIT CARD POLICY AND REFUND POLICY

1st ABC Transportation LLC. d/b/a ABC SHUTTLE Due to limited space on the shuttles we highly recommend making a reservation, especially during the busy seasons and holidays. The only way to guarantee that you have a seat is to hold it with a credit card. We have a 24-hour cancellation policy: any reservations canceled less than 24 hours from the pick up will be charged 50%. Not canceling will be subject to a full charge. Customers can cancel a 1st ABC Transportation LLC. d/b/a ABC SHUTTLE ride at any time up to twenty four (24) hours before the scheduled pickup for a full refund using the website, mobile website, and the official mobile apps. Cancellations can also be made by calling [1 \(800\) 2880668](tel:18002880668). 1st ABC Transportation LLC. d/b/a ABC SHUTTLE will not provide a refund if the reservation is changed less than 2 hours prior to pick-up time, or in the event of reservation abandonment. This includes bookings made within two hours of pickup time.

Flight Cancellations and Delays Due to Airlines

Failure to contact 1st ABC Transportation LLC. d/b/a ABC SHUTTLE with flight cancellation or delay information in a timely manner may be considered reservation abandonment and may result in forfeiture of fare. Reservations impacted by airline delays and cancellations may qualify for refund when a replacement reservation is made.

Luggage and Personal Items

BAGGAGE: Each passenger is allowed two (2) pieces of personal luggage. Additional pieces will be charged three dollars per piece (\$2.00).

Customer is responsible for properly specifying the correct amount of luggage he or she intends to bring onto the vehicle during reservation. Failure to specify in advance may result in additional fees or the need for an additional vehicle, or the inability of the company to service the reservation. Customers traveling with valuables, priceless items, and prescription drugs should keep these items in their possession during the course of the trip.

Luggage Restrictions

For each passenger, at no extra cost, the following is accepted on board the vehicle:

- 2 checked luggage pieces, such as standard suitcases and large duffel bags weighing 50 pounds or less each; and
- 2 carry-on items, such as purses, laptop cases, briefcases, small suitcases, and backpacks.

Larger items will be stowed in the rear storage area of the vehicle for the safety of all passengers.

Extra Luggage and Oversized Items

Vehicles have limited space. Items considered excessive are subject to a small fee. The fee is dependent on the item(s) in question and may vary by location. Athletic equipment (e.g. bikes, surfboards, skis, golf clubs, etc.), non-ADA motorized scooters, and pet carriers will be subject to additional fees. Because of variations in fleets from city to city, not all items are permitted in all cities and vehicles. Large boxes may also incur an additional fee. Boxes include bicycle boxes, travel trunks, and musical cases for larger instruments. Shipping boxes are also considered oversized due to the weight they can hold, not because of their dimensions. Depending on the city, and the city's vehicle type, items like these may require an Exclusive reservation. Large trunks, athletic equipment and oversized luggage may require Exclusive van service.

Damaged Items

Normal wear and tear to personal items is typical of the handling process during transportation. Transporting large items, such as luggage, may result in scratches, dings, and nicks. 1st ABC Transportation LLC. d/b/a ABC SHUTTLE and its operators are not responsible for damages such as broken pull handles/straps, broken wheels or feet, or damages that are incurred as a result of over-packing, items packed improperly, or fragile items. It is the customer's responsibility to ensure any belongings kept with customer in the main seating compartment of the vehicle are securely packed and fastened, and that any breakable items are protected while using the service. Customer must report significant damage to any personal items during use of the service immediately to Company at [1 \(800\) 288-0668](tel:18002880668). In the event 1st ABC Transportation LLC. d/b/a ABC SHUTTLE determines the item was not treated with reasonable care and chooses to offer reimbursement for an item, the value of reimbursement is not to exceed \$50.00 per passenger unless local regulations deem otherwise. 1st ABC Transportation LLC. d/b/a ABC SHUTTLE reserves the right to inspect the item and determine the type and amount of reimbursement, if any, based on damages.

Lost Items

Passengers are responsible for their own luggage and any items placed by themselves or 1st ABC Transportation LLC. d/b/a ABC SHUTTLE representatives in the van. 1st ABC Transportation LLC. d/b/a ABC SHUTTLE assumes no liability in the event of damage, loss or theft of any such property and will not be responsible for losses incurred, including but not limited to, loss of future profit, potential income, and additional expenses or losses incurred as a result of lost or stolen baggage or personal property. 1st ABC Transportation LLC. d/b/a ABC SHUTTLE and its operators are also not liable for lost items left behind in the vehicle by a customer. However, 1st ABC Transportation LLC. d/b/a ABC SHUTTLE does want to help customers reunite with lost items whenever possible. If an item is lost, 1st ABC Transportation LLC. d/b/a ABC SHUTTLE recommends the customer immediately contact company at [1 \(800\) 288-0668](tel:18002880668). Returning left behind or found items may incur delivery and/or shipping charges to the recipient.

Safety

Seatbelts

Seatbelts are provided for customer safety. 1st ABC Transportation LLC. d/b/a ABC SHUTTLE requires customers to wear safety belts while inside the vehicle, but it is the customer's responsibility to ensure the seatbelt is securely fastened, as required by law. Operators reserve the right to refuse service to parties out of compliance with applicable laws. To review the safety belt laws for the area in which you will be traveling please visit the [Highway Safety websites](#).

.Vehicle Capacities

1st ABC Transportation LLC. d/b/a ABC SHUTTLE vans seat 10-11 passengers depending on the city vehicle profile. Oversized or excess luggage may require a larger or private vehicle at an additional cost. Seat capacity is limited to seats with working safety belts. State laws prohibit loading vehicles beyond seating capacity. Any attempt to do so may require additional vehicle reservations.

Smoking

Smoking is not permitted in any of our vehicles.

Traveling with Children

1st ABC Transportation LLC. d/b/a ABC SHUTTLE welcomes the opportunity to serve our younger travelers when accompanied by a responsible adult. If making an online reservation, please indicate the number of children traveling so we can reserve a seat. State laws do not allow children to ride in the lap of an adult. If your child is under the minimum age/weight standards, you must supply an approved car seat for each child to whom the applicable law applies. It is recommended that traveling parents and legal guardians become knowledgeable about the applicable laws in the states in which they will be traveling. For more information on applicable laws, please visit: [Highway Safety website](#). Operators reserve the right to refuse service to parties out of compliance with state law.

Traveling Minors

Customers under the age of 16 must be accompanied by a parent or guardian for the entire duration of the ride. Operators may refuse service if a child is not old enough to ride alone and is without an adult or guardian.

Pets

Pets are permitted with advance reservations. All pets, excluding service animals, must be kenneled. Pets less than 25 pounds may be held in a lap carrier. Pets larger than 25 pounds may require an exclusive van. All pets must be properly secured within the carrier at all times.

Service animals are permitted on vehicles. Please be mindful of the vehicle size while booking rides with a service animal.

User Error

Customer is responsible for providing accurate information at time of booking. When he/she provides information for travel, the customer agrees that the information will be accurate. 1st ABC Transportation LLC. d/b/a ABC SHUTTLE is not responsible for mistakes made by customers while using the service, its official websites, or mobile applications.

Confirmation emails are provided at the time of booking to allow customers to review details of their reservation in advance of the reservation. Additionally, certain locations provide automated reminder phone calls the day before pickup, allowing the customer time to cancel or make any changes two hours or more in advance of the reservation, as required by the Cancellation Policy outlined above.

Travel Times and Delays

1st ABC Transportation LLC. d/b/a ABC SHUTTLE and its partners are not responsible for significant delays in anticipated arrival due to traffic, weather, or road conditions, or any other unforeseen circumstances. Under such conditions, 1st ABC Transportation LLC. d/b/a ABC SHUTTLE reserves the right to cancel and refund reservations in advance of the scheduled pickup.

- **Travel Times**

Unlike direct transportation, shared ride travel typically takes longer as customers wait for fellow passengers to load or unload. In addition to being affected by other passengers sharing the ride, travel time is dependent on geography, weather condition, time of day, and traffic conditions. Because of these variables, we cannot provide an exact travel time.

- **Service Advisories**

At times there may be delays and changes to normal operations due to severe weather and traffic incidences. Whenever possible, 1st ABC Transportation LLC. d/b/a ABC SHUTTLE will post information to [website](#), or other forms of communication, to notify customers in advance.

- **OBJECTIONABLE PERSONS:**

Carrier reserves the right not to transport persons deemed under the influence of liquor or drugs, or persons suffering from a contagious disease, or any persons that appear to be by their behavior, endangering to the safety of the other passengers and/or the operator of the vehicle

Customer Service Concerns

Customers are encouraged to [notify us](#) of their experience, good or bad.