

Terms

1. Worcester Airport Limousine, herein referred to as WLimo, will not be held responsible for items left in our vehicles.

2. Luggage Policy

SHUTTLE VAN SERVICE - Each paying passenger is allowed 2 "regular size" pieces of luggage plus one small personal item. Extra luggage will carry an additional fee of \$5 per piece each way.

3. Delay and Waiting Policies

SHUTTLE VAN SERVICE DEPARTURES - Driver will wait for FIVE minutes beyond scheduled pickup time. After scheduled pickup time, if driver has not made contact with passenger, our office will attempt contact. If no contact is made, or passenger cannot meet pickup time, passenger will be considered a no show and billed full price of trip. No consideration for missed flights will be made on any service with passenger instigated delays.

ARRIVALS - Delayed flights are covered until 1 a.m. at Logan and T. F. Green, with 48 hour advance reservation and travel on airline and flight listed in original reservation. Please note; Airport pickup locations and procedures are strictly regulated. *Please see our "Travel Tips" page for details.*

4. Time Changes

SHARED VAN SERVICE - On departure pickups, time changes can be made to accommodate as many passengers on a single van as possible. They are an integral part of the Shared Van service. Time changes are generally within 15 minutes of your original pickup time, but may be as great as 30 minutes. In inclement weather or busy holiday periods time changes may be as much as 1 hour before originally scheduled pickup time. Our office will contact you the day prior to your pickup to inform you of any possible time change.

PRIVATE AIRPORT SERVICE - INCLUDES PRIVATE VANS

DEPARTURES - 10 minute grace period from scheduled pickup time. Any waiting time beyond 10 minutes will be billed at vehicle hourly rate from scheduled pickup time. Waiting time will be billed in 15 minute increments. Service charges will apply. No consideration will be made for missed flights on any trip with passenger instigated delay.

ARRIVALS - 45 minute grace period from scheduled pickup time at no charge. With no contact from customer within 1 hour of scheduled pickup time, customer will be billed as no show; full trip charge and one hour waiting time. Please note: Airport pickup locations and procedures are strictly regulated.

SHORT NOTICE SURCHARGE - Any private service reservation booked less than 24 hours before pickup time will be subject to a \$10 Short Notice Surcharge. *Please see our "Travel Tips" page for details.*

WAITING TIMES FOR PRIVATE SERVICE - Any vehicle waiting time will be billed at standard vehicle rates, in 15 minute increments. Standard 20% service charges will apply. Extensions of service will be billed at standard vehicle rates, in 15 minute increments. Standard 20% service charges will apply.

5. Vehicle Damage

Unusual interior or exterior wear and tear or damage which results in extra cleaning or repairs will result in a minimum \$100 extra charge.

6. Cancellation Policies

SHUTTLE VAN SERVICE - No refunds will be given on second leg of prepaid round trip service without 2 hour notice cancellation prior to pick up time. Refund will be based on difference between one way fare and round trip price.

PRIVATE SERVICES - six hour (prior to pick up time) notice required to avoid charges. Customer will be charged full amount of trip on cancellations of less than 6 hours' notice.

MINI COACH SERVICE - Cancellations of any services other than for airline cancelled flights; \$175 charge for cancellations 7days + prior to service, 50% charge for cancellations 24 hours to 7 days prior to service; 100% charge for cancellations less than 24 hours prior to service

CANCELLATION BILLING CLAIMS - Any claims regarding billing for cancelled service must be accompanied by either your WLimo issued cancellation number or the name of the employee contacted, along with time and date of call.

7. Reschedule Policies

PRIVATE SERVICES - Schedule changes of more than 30 minutes made less than 24 hours before start of scheduled service (except delayed flights) will be subject to a service charge between \$25 and the full amount of the reservation.

SHUTTLE VAN SERVICES - Passengers with arrival time changes due to delayed or changed flights or airlines will be placed on the next available van.

8. Seat Belt Usage

Massachusetts state law requires that all passengers in vehicles so equipped shall use a seat belt. We strongly urge all passengers, and any minors they are responsible for, to comply with this law. Massachusetts law also requires that children under 40 (forty) pounds be restrained in an approved child seat. Furnishing the child seat, and buckling said seat into any WLimo vehicle is the responsibility of the parent or guardian accompanying the child. With the exception of Private VIP Service, WLimo cannot hold car seats for passengers.

9. Late Booking Policy

A credit card is required for all non-account reservations. All private service booked within 2 hours of required pickup will be charged nonrefundable full fare.

10. Definition of Terminology

SHUTTLE VAN or SHARED RIDE - Multiple stop service to or from the airport. Number and order of stops is at the sole discretion of WLimo.

AS DIRECTED SERVICE - Private service following a passenger supplied itinerary. All as directed services are billed on an hourly basis.

PRIVATE VAN SERVICE AIRPORT SERVICE - A passenger van which will accommodate 10 passengers with luggage hired for single stop service to or from a specific location. Additional stops, if required are billed on an hourly basis.

NON AIRPORT SERVICE - 10 OR 14 passenger vans hired to follow a customer supplied itinerary. 14 passenger vans do not have room for luggage.