

Terms and Conditions **SMOKING POLICY** All of our vehicles are maintained to the highest standard of cleanliness and safety. We do not allow smoking, fighting, drugs, and/or weapons in our vehicles. If a client or his/her guests engage in any of the above listed prohibited activities, we reserve the right to terminate the trip immediately and all fees paid will be forfeited, as liquidate/damage to Roadrunner Express. There will also be \$150 minimum penalty for all clean up, repair, missing, or replacement caused by you or your guest. **WEATHER RELATED CONDITIONS** Roadrunner Express is not responsible for delays or termination caused by unsafe road conditions. Additional fees may apply for weather conditions resulting in hazardous or difficult driving conditions, particularly for mountain areas and resort trips. **CANCELLATION POLICY** All cancellations must be made a minimum of 24 hours prior to the reservation. In order for us to continue offering our competitive rates and high quality service, we ask our clients to understand that no shows and last minute cancellations not only cost the company and our drivers time and money, but our clients, as well. Cancellations made within the allotted time frames are entitled to a full refund of the base rate. Cancellation and processing fee of 20% of the base rate will be non-refundable. Due to round trip discounts, after initial run is complete on round trip reservations, the return trip charges will be non-refundable. Holidays are excluded; all charges and fees including drivers' anticipated gratuity are non-refundable for cancellations regarding reservations that fall on holidays. **NO SHOWS** A "no show" fee equal to the base fare price of the trip plus 20% gratuity plus applicable wait time fee will be charged when passenger fails to show at the designated location. **LIABILITY** Company is not liable in the event of mechanical breakdown while on charter and will only be responsible for making up lost time at a mutually agreed date. The client assumes full financial liability for any damage to the vehicle caused during the duration of the rental by them or any members of their party. We are not responsible for articles left in the vehicle. Under age consumption of alcohol is prohibited. Possession or use of drugs in any of the vehicles is prohibited. Vehicles cannot be loaded beyond seating capacity. Not responsible if client reserves vehicle type that cannot accommodate all passengers or luggage. Once reserved vehicle is dispatched for pick up, charges and fees are non-refundable in regards to passenger error in vehicle capacity. Not responsible if client did not view full policy description. All policies still apply.