



***THESE TERMS of CAR SERVICE (“Service Terms”) ARE A LEGAL AND BINDING AGREEMENT BETWEEN YOU & Naples - Marco Transportation governing your use of the services (“Services”) offered by Naples - Marco Transportation.***

Please review these Service Terms fully before you use the Services. By using the Services, you agree to be bound by these Service Terms. These additional terms include (without limitation) the Terms of Use and the Privacy Policy. If you do not agree to these Service Terms, you are directed to discontinue using the Services. **Naples - Marco Transportation** reserves the right to change or supplement these Service Terms at any time without prior notice. Your continued access or use of the Service Terms after such changes or supplements indicates your acceptance of the Terms as changed or supplemented. It is your responsibility to review these Service Terms regularly. These Service Terms were last updated on July 19, 2022.

### ***PRICING POLICY***

All advertised fares are subject to change without notice and may be higher during holidays or special events.

### ***RATE ESTIMATE***

The rate quoted, prior to your trip, is an estimate based on the information you provided at the time of the reservation. Fees for tolls, gratuity, waiting time and additional stops are not included in the estimate and will increase your rate.

### ***ADDITIONAL CHARGES***

Any changes made to your trip after pick-up may result in additional charges. Be sure to get an updated price from the driver or the office **239-298-3004** before proceeding on your way.

### ***TOLLS***

Based on traffic, weather and road conditions of the day, your driver will make a determination of the safest and fastest route to your destination. He may occasionally opt to take a toll route over a free route based on his knowledge and experience. Passengers are responsible for any tolls incurred throughout the trip. You will be charged the full toll rate. Discounted rates do not apply. Upon arrival at your destination, the driver will inform you of the tolls and add them to your bill. Tolls may vary from trip to trip based upon the route taken. Round trip tolls will be charged on trips

### ***WAITING TIME***

Waiting time is based on the hourly rate for a particular vehicle and is charged at 15 minute increments. Waiting time charges may be incurred if a passenger arrives late to a pick-up. Time spent waiting at additional stops will also be charged as waiting time. Waiting time charges may apply after the complimentary waiting time expires on a round-trip. We do not charge waiting time attributed to delayed flights or luggage delivery for pick-ups at the airport.



The fare quoted online does not include any additional stops made during your trip. Unless specifically discussed, when booking a reservation by phone, the fare quoted by an operator does not include additional stops. Additional stops are calculated by the distance deviated from the route between the original pick-up and destination. You may obtain an exact quote for additional stops, in advance, by speaking with a phone reservationist at **239-298-3004**.

### **AIRPORT PARKING FEES**

When booking a reservation from the airport parking fees will be added to the fare. The airport parking fee is based upon the parking rate of the Port Authority.

### **CANCELLATIONS & NO-SHOW POLICY CANCELATION POLICY**

A fee may be charged to your credit card for any trip not canceled within the allotted time. In order to avoid cancellation fees, customers must notify a customer service representative of a cancellation at least 24 hours in advance. Cancellations are accepted by email [naples.marco.transportation@gmail.com](mailto:naples.marco.transportation@gmail.com) and by phone at **239-298-3004**.

### **NO SHOWS**

If **Naples - Marco Transportation** is unable to contact the passenger or related contact person after 30 minutes of the scheduled pick-up time, by means of the information provided on the reservation, then the ride will be considered a no-show and will be abandoned. Not being at your pick-up location without notifying **Naples - Marco Transportation** may result in a no-show charge.

### **CHANGE POLICY**

**Naples - Marco Transportation** requires that all changes be received by phone, email or through our website at least 3 hours prior to pick-up. If a change made less than three hours prior to pick-up cannot be accommodated, the resulting cancellation may cause a full or partial charge to the customer.

### **CREDIT CARD POLICY**

When paying by credit card, you must supply the credit card number in advance for pre-approval. Upon reserving with a credit or debit card, a preliminary hold equivalent to 150% of the quoted fare is placed on the card to secure the anticipated total including tolls, gratuity, additional stops, and waiting time. This hold is released when payment is processed approximately 3-5 business days after the trip. **Naples - Marco Transportation** accepts all of the following cards for payment:

- **American Express®**
- **VISA®**
- **MasterCard®**
- **Discover®**
- **Pay Pal**
- **Zelle**



- Venmo
- Cash

### **CREDIT CARD PROCESSING**

Credit cards are processed on the day off the trip. The charges will appear on your statement as the date of processing. All transactions are handled in a safe, encrypted format by a secure server to ensure **Naples - Marco Transportation** and our customers' maximum security, and the assurance that your information stays confidential, private, and safe. We pledge to continually adopt new security technology as it becomes available. If you have any questions about your privacy or the security of our website, please contact us. Please read our Privacy Policy for more information about our collection and use of your credit card and other personally identifiable information.

### **VIRTUAL CREDIT CARDS**

**Naples - Marco Transportation** does not accept online-only, virtual credit cards or any other type of "single-use" card number security product or one-time use credit card number that may be provided by credit card companies for online use. **Naples - Marco Transportation** shall not assume responsibility or liability in connection with the use of on-line only, virtual credit cards or any other type of "single-use" card number security product or one-time use credit card number that may be provided by credit card companies for online transactions. **Naples - Marco Transportation** shall have no obligation to honor transactions made with such cards.

### **RATES AND BILLING**

All rates are subject to audit after order completion. Occasionally changes must be made to correct mathematical errors or to reflect the actual tolls, parking fees, additional stops and waiting time.

**Naples - Marco Transportation** rates are inclusive of taxes.

### **VEHICLE IMAGES**

Vehicle Images presented on the **Naples - Marco Transportation** Websites may differ from the actual vehicle.

### **LOST OR DAMAGED ITEMS**

**Naples - Marco Transportation** and its Affiliates are not responsible for lost or damaged items left in the vehicles. We make every effort to locate property that has been left in one of our vehicles. We retain found items for 30 days. If you have left a personal item in one of our vehicles and wish to retrieve it, you can report it in our email [naples.marco.transportation@gmail.com](mailto:naples.marco.transportation@gmail.com)

or you may also call our office at **239-298-3004** for our customer service department. **Naples - Marco Transportation** reserves the right to charge a delivery fee for returning found items. These fees are based on the full travel rates.

### **PET POLICY**

Any animal over 25 lbs. must ride in a minivan or van, with the exception of service dogs. All animals must be leashed or in a carrier when traveling in a **Naples - Marco Transportation** affiliated vehicle.



We request that when traveling with a pet, you notify a reservation department in advance so that ***Naples - Marco Transportation*** can accommodate you. If you fail to notify a reservation department that you are traveling with a pet, the driver reserves the right to refuse to transport the pet.