



RESERVATION & CANCELLATIONS TERMS

I, CUSTOMER NAME (hereinafter "Customer") hereby authorize **Liberia Airport Shuttle Service** to charge my credit card in accordance with the terms and conditions set forth below. I understand that any charges will show on my billing statement as (Liberia Airport Travel CC – Shuttle Group LASS CR – Liberia CR Airport Shuttle)

Reservations Terms:

All reservations must be submitted via online booking through the website or via email shuttleservice@liberiacraairport.com and must be paid at the time of booking. The customer has read and verified the details and dates of the services and by continuing with payment agrees that everything is correct

Cancellation Terms: Private Transfers Shuttles

- All cancellation requests must be emailed to shuttleservice@liberiacraairport.com at least 48 hours before your service for a full refund to apply, excluding the credit card fees (5%).
- All cancellation requests during the "HOLIDAY SEASON" season from December 1st – June 1st, must be emailed to shuttleservice@liberiacraairport.com at least 72 hours before your service for a full refund to apply, excluding the credit card fees (5%).
- Any changes to your reservation must be sent via email to shuttleservice@liberiacraairport.com at least 24 hours before your transfer service, subject to availability.
- For any changes that require a refund, credit card fees of 5% will be applied.
- No shows are considered as cancellations and are non-refundable.
- Private airport pick-ups will be re-scheduled without any charge if your flight is delayed, and arrival is within the same day.

- Failure to contact **Liberia Airport Shuttle Service** with flight cancellation or delay information in a timely manner may be considered reservation abandonment and may result in forfeiture of fare.

Modifications:

We are happy to accommodate any service modifications made up to 24 hours from the time of the Service; the only fees, penalties, and time restrictions **Liberia Airport Shuttle Service** will impose on the Customer are those which are imposed by the applicable service providers and not under our control. Last-minute modification requests (24-48hrs from the time of service) must be directed by email at shuttleservice@liberiacraairport.com

Any service or modification request cannot be considered confirmed or guaranteed and is subject to availability or until Customer makes new payment arrangements if there is a price increase, and **Liberia Airport Shuttle Service** provides Customer with updated confirmations. The customer has read and verified the details and dates of the Services and by continuing with payment online agrees that everything is correct.

Liberia Airport Shuttle Service is not responsible for delays caused by accidents, civil disturbances, emergency medical situations, mechanical malfunction, damage to the highway, extreme weather, or other acts of God. We are not responsible for direct or indirect consequences of our performance, or lack thereof, including, but not limited to, failure to arrive on time for a flight, meeting, or another event, and loss of lodging reservation or another service due to late arrival. **Liberia Airport Shuttle Service** offers a 100% money-back guarantee in the event we do not provide the service paid for, subject to our limits of liability.

Travel insurance is strongly advised. A "cancel for any reason" type plan allows the most flexibility to completely mitigate anything that may come up.

Assumption Of Risk; Hold Harmless And Indemnity Terms:

Liberia Airport Shuttle Service together with its affiliates, partners, owners, directors, officers, agents, and employees (collectively, **Liberia Airport Shuttle Service** indemnified parties") act only as agents selling travel related services and booking such services. while we strive only to work with the best service providers, **Liberia Airport Shuttle Service** indemnified parties are in no

way liable for any act or omission made by any service provider, the results of which may include but are not limited to damages, loss, or injuries to the customer or other travelers paid for or traveling with the customer. you acknowledge and agree that **Liberia Airport Shuttle Service** indemnified parties have performed reasonable due diligence into helping put together connections with third-party service providers that suit your expressly stated preferences, but that in each occasion the ultimate decision to select specific requested services and engage specific third-party service providers is solely and exclusively the customer's decision, and is based on the customer's own investigation into the options available to the customer, and not solely on the advice or recommendation of **Liberia Airport Shuttle Service** indemnified parties. additionally, the activities involved in the requested services may involve dangerous activities, unfamiliar locations and other risks associated with traveling abroad. please be aware that the customer is solely and exclusively responsible for their own well-being and for their belongings and possessions, and that customer is engaging in each of the requested services and related activities at the customer's own risk, and the customer hereby expressly assumes that risk. **Liberia Airport Shuttle Service** indemnified parties cannot and shall not be held liable for any damages, losses, or injuries occasioned by your travels or the services of third-party service providers, or that are outside its realm of control **Liberia Airport Shuttle Service** is not responsible for any disclaims, and all liability related to any and all services provided on the website. accordingly, any use of services will be made at the traveler's own risk.

Booking over the Platform:

If you choose to enter a transaction with **Liberia Airport Shuttle Service** for the booking of any services, you agree and understand that you are entering into an agreement with **Liberia Airport Shuttle Service** suppliers, and third-party suppliers in Costa Rica, and you agree to accept any terms, conditions, rules and restrictions associated with the services imposed by the suppliers.

Reservation Abandonment:

Reservation abandonment occurs when **Liberia Airport Shuttle Service** or its suppliers cannot find the customer at the designated pick-up location and cannot reach the customer for further instruction using the contact number provided within a reasonable time period, so as not to jeopardize pick-up of other rides/passengers.

Extra Stops:

For services of 3 hours or more of travel time, 1 hour is included in our rates for stops along the way at your leisure for photographs, meals, grocery store, or restroom breaks. Customers who wish to add any additional time for stop(s) can purchase additional time at a cost of \$50.00 USD + 13% tax per hour.

Services:

All services will be provided by **Liberia Airport Shuttle Service** or its suppliers, partners, or third-party service providers when necessary.

Payments:

All amounts are in USD currency. Customers must pay at the time of booking to secure advance reservations. All charges are processed at the time of booking and are refundable following the terms outlined in the cancellation policy.

Personal Identification:

Our operators and staff reserve the right to request personal identification from customers with reservations exceeding \$200. Failure to provide personal identification matching information on file may result in the inability of the company to service the reservation.

Short Notice Reservations:

Short notice reservations are reservations made less than 24 hours prior to the requested service. We are unable to guarantee service availability for short-notice reservations. Please email us at shuttleservice@liberiacrairport.com for availability, and an agent will get back to you within 30 minutes to confirm. Short notice reservations are only during work hours only. There are no refunds for reservations made in less than 48 hours.

Luggage:

Depending on which vehicle is selected, the client must respect the total amount of luggage allowed for that sized vehicle. (H-1 up to 6 passengers) (HIACE up to 9 passengers) (Sprinter or similar up to 12 passengers) (Coaster

up to 18 passengers) (Rosa up to 23 passengers) (Buses between 24 - 52 passengers)

- 1 checked luggage piece, such as a medium/large suitcase or large duffel bag weighing 50 pounds or less each; and
- 1 carry-on item, such as purses, laptop cases, briefcases, small suitcases, and backpacks.
- Large items such as surfboards must be indicated at the time of booking. Extra fees may apply after booking.

The customer is responsible for properly specifying any extra luggage he or she intends to bring onto the vehicle during the booking process. 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.

Smoking:

Smoking is not permitted in any of our vehicles.

User Error:

The customer is responsible for providing accurate information at the time of booking. When he/she provides information for travel, the customer agrees that the information will be accurate.

Liberia Airport Shuttle Service 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, automated reminder emails will be sent the day before pickup, allowing the customer time to make any changes in advance of the service.

Airport Arrivals Pick-ups:

- If you're arriving at either the San Jose Airport or Liberia Airport, our drivers will always be waiting for you outside the airport holding a sign with your name on it. Please look for our logo on the sign.

- Please show him your confirmation email or print it out to confirm it's you.

Home Rental Pick-ups:

- Please remember to inform the property manager that our driver will be coming to pick you up and to allow him to enter the property.
- Please provide detailed instructions on how to get to the property, and property contact details in case we need to call them. If a 4x4 is required, please let us know via email at shuttleservice@liberiacairport.com as an additional fee will apply varying between \$15.00 USD - \$50.00 USD per way for up to 3 passengers depending on the location of the home rental.

I have read the above agreement and its terms and conditions, and I accept them in their entirety.

I agree to pay the total amount for the Requested Services. I agree to pay in accordance with the Cancellation Terms set forth above. I understand that in the event of a cancellation or service modification, I am responsible for all applicable fees and penalties charged by the individual service providers.

Emergency Contact:

If for any reason you do not see our driver, please use any of the following methods to contact us.

U.S. / CAN: +1-888-202-8568 / +1-551-303-9267 (reach our customer support)

Costa Rica: +506 8354-4787 / +506-8711-5145 / +506 8757-2344

WhatsApp: +506 8354-4787

Email: shuttleservice@liberiacairport.com

Web: www.liberiacairport.com / www.liberiaairportshuttleservice.com