



Liberia Airport Shuttle Service – Terms and Conditions

Authorization & Payment By completing a reservation, you ("Customer") authorize Liberia Airport Shuttle Service to charge your credit card for the agreed transportation services.

Charges will appear on your billing statement as:

Liberia Airport Travel CC

Shuttle Group LASS CR

Liberia CR Airport Shuttle

All reservations must be made online via our website or by email at shuttleservice@liberiacrairport.com, and must be paid in full at the time of booking. By submitting payment, the customer confirms all reservation details are correct and agrees to the terms outlined herein.

Shared Shuttle Service Terms

- Customers must arrive **on time or early** for shared shuttle pickups.
 - **No-shows** (failure to arrive on time) are considered cancellations and are **non-refundable**.
 - Pickup times for shared services are fixed by Liberia Airport Shuttle Service and **cannot be changed**.
 - If you expect to miss your shared shuttle (due to flight delays, cancellations, or other reasons), you must contact us **before the scheduled time** to explore alternative options. Rebooking on a later shared shuttle depends on availability, or you may upgrade to a private service by paying the fare difference.
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Private Shuttle Service Cancellation Policy

Standard Season (June 2 – November 30):

- Full refund (minus 5% credit card fee) for cancellations made at least **50 hours in advance**.

Holiday Season (December 1 – June 1):

- Full refund (minus 5% credit card fee) for cancellations made at least **72 hours in advance**.

Additional Notes:

- No-shows are **non-refundable**.
 - Changes to private services must be emailed at least **24 hours before** the scheduled pickup and are subject to availability.
 - Credit card fees (5%) apply to all refunds involving a price reduction.
 - Flight delays on the **same day** will not incur rescheduling fees, but you must notify us promptly. Failure to do so may result in reservation abandonment and forfeiture.
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Modifications

We will do our best to accommodate service changes requested at least **24 hours in advance**, subject to availability. Changes within 24–48 hours are **not guaranteed** and may incur extra fees. If a price adjustment applies, the customer will be required to confirm the update and make any additional payments necessary before the new service is confirmed.

Service Liability

Liberia Airport Shuttle Service and its partners act solely as agents for travel-related bookings. We are not responsible for any delays, damages, losses, or injuries caused by third-party providers or events beyond our control, such as:

- Weather
- Airline delays
- Civil disturbances
- Road issues
- Natural disasters

We do not guarantee arrival times for flights or events and are not liable for any missed connections, lodging, or other losses. **Travel insurance is strongly recommended**, especially plans that include "Cancel for Any Reason" coverage.

Refunds

We **do not store** customer credit card information. To process a refund, we will request the card details again and submit the refund to the bank. If you prefer not to provide the information, you must contact your bank directly to initiate a dispute or refund claim.

Booking Through Our Platform

By booking with us, you acknowledge and agree to abide by the terms of Liberia Airport Shuttle Service and any third-party service providers involved in your travel. We are not liable for any disputes arising from third-party services.

Reservation Abandonment

If our driver cannot locate the customer at the designated pickup location and cannot reach the customer via the provided contact number within a reasonable timeframe, the reservation will be considered abandoned and **non-refundable**.

Extra Stops

For trips longer than **4 hours**, one hour of stop time is included for meals, restroom breaks, or photos—**only if** these are along the direct route.

Additional or off-route stops are charged at **\$50 USD + 13% tax per hour**.

Payments

- All charges are in **USD** and must be paid in full at booking.
 - Credit card charges are processed immediately and are **refundable only** as per our cancellation policies.
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Identification Policy

For reservations exceeding **\$200**, customers may be asked to provide identification matching their booking details. Failure to do so may result in the inability to provide service.

Short Notice Reservations

- Reservations made less than **24 hours in advance** are not guaranteed and must be confirmed by email.
 - No refunds are provided for short-notice bookings made **less than 48 hours** before service.
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Luggage Policy

- Vehicle luggage capacities:
 - **H-1:** Up to 6 passengers
 - **Maxus G10 :** 5 Passengers
 - **Hiace** Up to 9 passengers
 - **Sprinter:** Up to 12 passengers
 - **Maxus D9:** Up To 11 passengers
 - **Coaster:** Up to 18 passengers
 - **Rosa:** Up to 23 passengers
 - **Buses:** 24–52 passengers
 - Each passenger is allowed:
 - 1 checked bag (max 50 lbs)
 - 1 carry-on item
 - **Oversized items** (e.g., surfboards) must be disclosed at booking. Failure to do so may result in additional fees or denial of service.
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General Rules

- **Smoking** is prohibited in all vehicles.
 - **User error** in booking (wrong dates, times, or details) is the customer's responsibility. Confirmation emails and reminders are sent to help avoid mistakes.
 - For airport arrivals, our drivers wait outside holding a sign with your name. Please display your confirmation email upon arrival.
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Home Rental Pickups

- Inform your property manager of your scheduled pickup.
 - Provide clear directions and contact info.
 - If a 4x4 is required, an extra charge of **\$15–\$50 USD per way** may apply based on location.
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Emergency Contact Info

- **Toll-Free (U.S./CAN):** +1-888-202-8568
 - **Costa Rica Numbers:**
+506 8354-4787
+506 8711-5145
 - **WhatsApp & iMessage:** +506 8354-4787
 - **Email:** shuttleservice@liberiacairport.com
 - **Website:** www.liberiacairport.com / www.liberiaairportshuttleservice.com
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Agreement

By submitting payment, you confirm that you have read, understood, and accepted the terms outlined in this agreement. You agree to be bound by all applicable policies, including those related to cancellations, refunds, and service limitations