

Terms and Conditions:

Payment: Payment is due at the time of booking, unless otherwise agreed previously. For trips booked within 2 hours of pick-up, cancellation fees will apply immediately, per cancellation policy below.

Rescheduling, Cancellations and No-Shows: Please call customer service as soon as possible if you need to reschedule, modify, or cancel a trip. Additional charges may be applicable, depending on the revision. By utilizing our transportation services, you acknowledge and consent to the following:

- **Cancellation Fee:** If a trip is canceled within 2 hours of scheduled pickup time, a cancellation fee of \$45 will apply, in order to cover operational costs.
- **No-Show Fee:** If the client is not ready for pickup within 15 minutes after scheduled pickup time, the entire trip fee will be forfeited.
- **Refunds and Disputes:** Refunds for cancellations, if within the specified timeframe, will be processed the same day. In case of concern about incorrect charges, customer service should be contacted within 7 days to discuss a resolution.

Video Surveillance and Audio Recording: For the safety and security of all parties, our vehicles may be equipped with video surveillance and audio recording systems. By utilizing our transportation services, you acknowledge and consent to the following:

- **Consent:** Boarding the vehicle implies consent to be recorded by video and audio surveillance equipment, covering all passengers.
- **Privacy:** We are committed to safeguarding your privacy. Recorded footage and audio will be treated as confidential information, accessed, and disclosed only in accordance with applicable laws and regulations.
- **Storage and Retention:** Recorded data will be securely stored and retained for a specific period, adhering to local laws and regulations.
- **Access and Disclosure:** Access to recordings will be restricted to authorized personnel for specific legitimate purposes only, such as an accident, etc.

Safety and Responsibilities in Case of Accidents: Your safety is paramount to us. By utilizing our transportation services, you acknowledge and consent to the following:

- **Assumption of Risks:** You acknowledge the inherent risks associated with transportation and voluntarily assume them when using our services.
- **Safety Precautions:** We prioritize maintaining a safe environment during your trip, with drivers trained to adhere to traffic laws and prioritize passenger safety.
- **Responsibilities of Passengers:** Passengers are expected to act responsibly, following safety guidelines and instructions provided by the driver.
- **Liability and Indemnification:** While we strive to ensure safety, we cannot be held liable for loss, injury, or damages resulting from accidents or incidents, such as incorrect operation of own wheelchair by client or caregiver, incorrect usage of own oxygen by client or caregiver, etc. By utilizing our services, you agree to release and indemnify us from any claims, damages, or liabilities.
- **Cooperation in Investigations:** All involved parties are expected to fully cooperate with investigations conducted by relevant authorities or insurance providers in the event of an accident or incident.