

## Customer Agreement / Company Policies

***Shuttles are scheduled ONLY when there is a reservation. Without reservations we DO NOT travel.***

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- Reservations must be prepaid with a credit card. Please call our office at 1-800-872-9399 for other possible arrangements
- Any cancellation to your reservation will incur a 50% cancellation fee based on the total price paid.
  - o The fee will be properly adjusted if you have utilized a portion of your reservation.
- Cancellations and reservations booked with less than 48 hours notice are **NOT** refundable.
- Customers who book a reservation and do not show up for their reserved time will be considered a NO SHOW and the reservation will **NOT** be refunded.
  - o If you booked a round trip reservation, the return trip will also be **cancelled**
- Customers who show up and cancel upon arrival, either by phone or with the driver in person, will be considered a NO SHOW and the reservation will **NOT** be refunded.
- Customers who cancel their reservation after the driver has departed “home,” will be considered a NO SHOW and the reservation will **NOT** be refunded
- Changes to your reservation must be done within 48 hours of travel date and time.
  - o Changes done with less notice will be subject to additional fees and availability
  - o There is no fee for the first change to your reservation
  - o Each additional change to your reservation will incur a \$25 fee
- If you are traveling with us from the airport, please **allow adequate time** to retrieve your luggage and meet the USA Express driver. Our drivers **depart the airport on schedule**. If you miss your scheduled departure, you are stand-by for the next available shuttle with seats. However, **we cannot guarantee space and availability for any trip other than the one for which you are scheduled**. We realize that flights are frequently delayed, cancelled or missed. While this certainly causes an inconvenience, our schedule cannot be adjusted to accommodate airline delays. **Failure to meet your scheduled departure does not alter the terms of the cancellation policy, above.**
  - o As soon as you know of a flight delay, call our office 1-800-872-9399
    - Sometimes it is possible to have the driver wait for you  
The wait time fee (subject to availability) is \$30 / hour
  - o If you are arriving less than 15 minutes before shuttle departure, you must choose a later shuttle time.
- Each customer over the age of 8 is allowed 2 standard\*\* size bags and 1 small carryon, i.e. Laptop Computer Bag, purse or backpack. Customers age 8 and under are allowed 1 small carry on. You must notify us of excess or over weight / size luggage and \$20 per excess bag will be charged. If you do not notify us of your excess luggage, there is no guarantee there will be space for your luggage. If you have excess or over weight / size luggage and do not notify our office and there is not room, your reservation will NOT be refunded.
  - o \*\*The **maximum weight** for any luggage is seventy (70) pounds (32 Kg)
  - o \*\*The **maximum size** for any luggage is 48in L x 24in W x 36in H (122cm L x 61cm W x 91cm H)

- If you are booking your reservation with less than 48 hours notice, after 5 pm (CST), Saturday, Sunday or a holiday you **MUST** call our office, 1-800-872-9399 to receive a confirmation and rate. Online reservations are not accepted during these times. You may submit your reservation, but it will not be addressed until the following business day.
- Special pickups and private shuttle service is available.
  - o Special Pickups have an additional fee of \$ 50 and you are not guaranteed to be the only passenger in the van.
  - o Private shuttle service will have an additional fee of \$100 and you will be the only passenger in the van.
- Reservations booked with less than 48 hours notice will incur an additional fee of \$50.
- The standby rate for **SOLDIERS** is \$50 per person on shuttles with extra seats. There is **NO** guarantee that there will be a shuttle or a seat available on the shuttle. The standby rate is available **ONLY** from the St. Louis Airport.
- If you arriving Southwest Airlines or a Charter Flight, your driver will meet you at Baggage Carousel E-1. Your driver will have on a Navy Blue uniform and have your name on a sign. **Do not go outside, the driver will not find you!**
- If you are arriving on any other airline, American, Delta, United, Frontier and Etc. your driver will meet you at Baggage Carousel M-1, "The Meeting Place". Your driver will have on a Navy Blue Uniform and have your name on a sign. **Do not go outside, the driver will not find you!**
- Pickups on the Ft. Leonard Wood Military Establishment are only allowed at:
  - o Main Gate Visitors Center, Building 100 (9:15 am, 11:15 am, 1:15 pm and 3:15 pm)
  - o USO, Building 805, (Limited Service Hours, Check with USO)
  - o Airport, Forney Field
  - o Some residential addresses are approved for pick up, please contact our office, 1-800-872-9399 to see if your address is eligible.
- Door to door service is available inside city limits of each town we serve. If you are outside the city limits, please call our office, 1-800-872-9399 to see if your address is eligible.
- Children 8 years of age and under must be in a proper safety seat, as per Missouri's Child Restraint Law (RSMo 307.182)
  - o Children less than 4 years old or less than 40 pounds must be in an appropriate child safety seat.
  - o Children ages 4 through 7 who weigh at least 40 pounds must be in an appropriate child safety seat or booster seat unless they are 80 pounds or 4'9" tall.
  - o Children 8 and over or weighing at least 80 pounds or at least 4'9" tall are required to be secured by a safety belt or buckled into an appropriate booster seat.
  - o Customer is required to provide their own safety seat when traveling with USA Express.
    - Our company does not provide safety seats. If you arrive and fail to provide a proper child safety seat, you will not be transported and your reservation will **NOT** be refunded.
- Children 3 and under travel for free. Children over 3 will be charged regular price.

## Payment

- All reservations are to be prepaid with a credit card.
  - o MasterCard (16 Digits)
  - o Visa (16 Digits)
  - o Discover(16 Digits)
  - o American Express(15 Digits)
- Your reservation will not be confirmed until it is pre paid.
  - o One of our staff members will contact you for your full credit card information once your reservation has been submitted and received.

## Confirmation

- Once you submit your reservation, you will receive a confirmation via email (if provided) or telephone, one of our staff members will contact you directly within 24 hours<sup>A</sup> of the submission time, based on Central Standard Time.
- If you do not receive a confirmation, please contact our office Monday through Friday between 8 am and 5 pm and we will be happy to assist you.

<sup>A</sup> **If you are booking your reservation with less than 48 hours notice, after 5 pm (CST), Saturday, Sunday or a holiday you MUST call our office, 1-800-872-9399 to receive a confirmation and rate. Online reservations are not accepted during these times. You may submit your reservation, but it will not be addressed until the following business day.**

**If you have any questions, comments, concerns or need assistance booking your online reservation, please feel free to contact our office at 1-800-872-9399.**

# PRIVACY NOTICE

This privacy notice discloses the privacy practices for [www.usaxonline.com](http://www.usaxonline.com). This privacy notice applies solely to information collected by this web site. It will notify you of the following:

1. What personally identifiable information is collected from you through the web site, how it is used and with whom it may be shared.
2. What choices are available to you regarding the use of your data.
3. The security procedures in place to protect the misuse of your information.
4. How you can correct any inaccuracies in the information.

## Information Collection, Use, and Sharing

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g. to ship an order.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

## Your Access to and Control Over Information

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

## Security

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

We only request the last four digits of your credit card for your protection. If you would rather not enter your credit card information on our page, please feel free to call our office directly and speak with us. We will be happy to assist you.

We also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

**If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at 800-872-9399 or [usaxpres@fidmail.com](mailto:usaxpres@fidmail.com) .**