



TERMS AND CONDITIONS

You must cancel or change your reservation by 8pm the day before your travel date. No refunds will be issued. If you need to cancel, you will be issued a credit for use on future travel within the next year. Credit will not be issued if canceling after 8pm the day before your travel date. Same-day reservations are not eligible for credit if canceled.

All children must travel in an approved child safety seat in accordance with state law. Child safety seats are not provided by Groome Transportation. Unaccompanied Minors, defined as passengers aged 15-17, may ride alone. Passengers aged 14 and under must travel with a parent or guardian.

Luggage Policy

Each traveler is restricted to two standard suitcases and one personal item. Since there will likely be other passengers on your shuttle, you will share luggage space with other travelers. If you are traveling with more than two pieces of luggage per person, we recommend that you consider reserving an additional seat.

Personal Items

Your personal items should be small enough to keep on your lap or in between your feet on the floor without interfering with the space of another passenger. Examples include a purse, laptop case, everyday backpack or small shoulder bag.

Luggage

Groome Transportation's standard luggage allowance is: two suitcases, each of which should weigh 50 pounds or less with a total linear length (sum total of the length, width, and height) of 62 inches or less. If any of passenger's luggage exceeds 50 pounds, the passenger may be required to assist with loading the luggage, *space permitting*. *Groome Transportation will not be liable under any circumstances for personal injuries as a result of loading, unloading, or other luggage handling for such luggage.*

Luggage Tips

To avoid loss or mix-ups, we recommend that passengers ensure their luggage is tagged and identified with both the customer’s full legal name and contact information. We also recommend that all luggage be locked with TSA approved locks.

We will make every effort to safeguard and return luggage to passengers in the condition that it was when loaded on the shuttle. However, Groome Transportation will not be liable under any circumstances for damage to or loss of any luggage. Groome Transportation disclaims any liability for particularly expensive, valuable, or fragile items such as, but not limited to, computers, electronics, jewelry, banknotes, artwork, collectibles, or antiques, and strongly recommends that these items remain with passengers at all times, subject to the other policies set forth above.

Prohibited Items

Boxes that exceed standard suitcase restrictions, other over-sized luggage, and duffel bags exceeding the luggage allowance; corrosive substances (such as acids and alkalis), combustible or flammable liquids (such as gasoline and kerosene), compressed gases, bio-hazardous materials, explosives (including fireworks), hazardous materials (poisons, radioactive materials, etc.), materials with a noxious odor, illicit substances.

Firearms and Ammunition. All passengers are prohibited from carrying weapons on the bus or in their carry-on items. Federal or local law enforcement officers are subject to exemptions. Weapons and firearms may be transported in suitcases. Firearms in suitcases must be in a locked hard-sided case and declared to a Groome representative at check-in. Ammunition may not be transported in any carry-on bag.

Assistive Devices. For those passengers traveling with an assistive device, please see our Accessibility policy for additional information.

ALL CHANGES MUST BE MADE BY PHONING OUR CUSTOMER SERVICE LINE AT 505-474-5696, 7AM-8PM, SEVEN DAYS A WEEK. CHANGES ATTEMPTED VIA E-MAIL ARE NOT GUARANTEED.

I agree to these Terms and Conditions.

Signature: _____ **Date:** _____

Printed Name: _____