

Terms & Conditions

The following terms and conditions apply unless specifically agreed to in advance in writing. By reserving transportation and authorizing Mile High Airport Express to bill your credit card you agree to abide by these terms and conditions.

Your reservation is not booked or confirmed until the reservation is paid in full.

Unless other arrangements have been made in advance in writing total costs experienced will be billed to the client's credit card in advance of the booked reservation. The standard gratuity of 20% is included in all fares.

Wait Time

Commercial and General Aviation Airport Transfers

Mile High Airport Express provides flat rate Colorado airport pickups and drop-offs to 9 Commercial Service Primary Airports, 4 Commercial Non-Primary, 4 Reliever, 32 General Aviation, and over 30 other public use airports in Colorado. Denver International Airport, Eagle-Vail, and Aspen Airport arrivals have thirty (30) minutes of free wait time for all domestic or international flights from the arrival time. Any additional, excessive wait time will be charged \$80.00 per hour.

Residential & Point to Point Transfers

Mile High Airport Express may provide point-to-point transfer rates for local pickups and drop offs within the Colorado area. Hotel and Private Residence pickups have fifteen (15) minutes of free wait time from the originally prearranged pickup time. Any additional wait time will be charged \$80/hour.

Hourly Service

All trips have a one-hour minimum requirement. Hourly or "As Directed" services allow for multiple stops and wait time as directed by the client. Vehicle will stay with the client or at their stop locations (as parking availability allows) for the entire rental time. Travel time may be charged on a "garage-to-garage" basis and is made a part of the respective one or more hour minimums.

Vehicles hired by the hour will be charged an additional hourly rate if any extra wait time or driving time is used.

SUV

Mile High Airport Express offers Private Luxury SUV reservations. Our SUVs can carry a maximum of 6 passengers, 8 pieces of luggage, and ski/snowboard golf bags.

Missed/Delayed Flights

We will track and monitor all domestic commercial and schedule to be at your location ½ hour before your arrival time.

For missed flights or delays, please call immediately to reschedule accordingly. We can't guarantee availability if the originally scheduled reservation was modified within 24 hours, but we will try to send another vehicle to accommodate your modified trip. If we cannot accommodate requested changes, we will consider this reservation cancelled within 24 hours with no refund.

Cancellations & Changes

Mile High Airport Express understands that cancellations and/or are sometimes necessary and unavoidable.

We can accept cancellations for a refund up to two days (forty-eight (48) hours) before the scheduled trip. Inside 48 hours, we cannot guarantee a refund. Time changes made within less than the required notice above will still result in additional and possibly full charges. If you book within the 48 hour window, please be advised that you may not be entitled to a refund.

Any requested changes in the details of your confirmed itinerary, including (but not limited to) the number of passengers, trip origin and/or destination, flight times, or pieces of luggage, are not guaranteed and may result in cancellation of your trip without a refund.

If on a roundtrip, please be advised that your trip has been considered as commenced once the outbound leg of the trip has commenced.

In some cases, cancellation notices may vary due to conditions, event, vehicle type, and market area.

Please note that cancellations may still incur processing fees.

No Shows

If you do not see your driver, please call our office immediately at 720-341-2598 to avoid the full-charge "no-show" fee. The trip charge and the recommended 20% driver gratuity will be billed fully in the no-show fee. The gratuity is included for your convenience, however gratuity amount is always at your discretion. You may increase, decrease or have the tip removed entirely.

For **Point-to-Point & Airport Service**, a fee equal to the base fare, wait time, and recommended driver gratuity (gratuity amount at your discretion), will be charged when the client does not show at the pre-arranged pick-up location within ½ hour of the reserved booking time.

For **Hourly Service**, a fee equal to 2 hours of service and recommended gratuity (gratuity amount at your discretion) will be charged when the client does not show at the pre-arranged pick-up location within ½ hour of the booked time.

Weather/Traffic

Any delays or cancellations due to weather, traffic, road closures, or other natural disasters not within our control, are not guaranteed a refund.

Last Minute Reservations

We reserve the right to add a surcharge to any reservations made within 24 hours of the scheduled departure time.

E-Mail Communication

Generally we accept new reservations, changes and cancellations by e-mail (bookings@milehighairportexpress) with adequate notice. While we do operate 24 hours a day year round, it is recommended that you verbally confirm any request to ensure compliance. If your needs require attention in less than eight hours, please call us immediately.

We cannot guarantee cancellations, changes or new reservations unless we communicate personally with you.

You should always get an e-mail confirmation of a new reservation, a changed reservation, or a cancelled reservation. If you do not receive such e-mail confirmation, please call us to send that confirmation immediately

Driver Tip Policy

It is customary to include a 20% driver tip in the fare. Drivers understand that all tips must be earned by providing outstanding service, and that the actual amount received is always up to the client.

Arrival Time

Mile High Airport Express and its drivers always prepare in advance to arrive ½ hour in advance to avoid unnecessary delays in arrival time. However – road, traffic, and weather conditions are often times beyond the reasonable control of the company and the driver. No refunds can be given as a result of late arrivals due to such conditions or other occurrences out of the reasonable control of the company or driver.

Baggage and Other Property Transported

Mile High Airport Express cannot not assume responsibility for the handling or maintenance of any baggage or other property, nor for any property left in the company's vehicles. We will do everything possible to secure and retrieve

any belongings left in the vehicle. Please always check thoroughly prior to leaving the vehicle for all your personal belongings.

Please also make sure to let us know the amount of luggage, including skis or snowboards that you plan on bringing with you. We cannot assume responsibility for transporting luggage not indicated on the reservation.

Passenger Conduct

Mile High Airport Express reserves the right to refuse to transport persons under the influence of or in possession of illegal drugs, those excessively intoxicated, those in possession of firearms or dangerous substances of any kind, those who are, or are likely to become objectionable to other persons, or if the driver feels threatened in any way. Under no circumstances are minors allowed to consume or possess alcohol or illegal substances while in a company vehicle. Client shall not interfere with the driver in the discharge of his/her duty or tamper with any apparatus or appliance on the vehicle. In such instances, services will be terminated immediately and no refunds will be offered.

Excess Cleaning & Damage

If, during or after the transportation service, the company is required to expend an extended amount of time and material to clean the vehicle due to acts of the client or any passenger (i.e., spilling food & drinks, vomiting, prohibited smoking, excessive trash), the company, at its discretion, will charge client additional fees to cover such expense. Damage to the vehicle in any way caused by actions of the client or any passenger will be charged in full to the client. The minimum clean up fee is \$200.

Smoking Strictly Prohibited

Smoking in all vehicles is strictly prohibited. Smoking in the vehicle by the client or any passenger will result in an automatic minimum \$250 charge. Damage caused by smoking activity will also be charged to the client.

Additional Charges

The aforesaid specific special circumstances aside, our bookings are quoted all-inclusive of taxes, tolls, airport service fees etc.

Booster and car seats are required by law for children under the age of 8 years old. Mile High Airport Express does provide booster seats and child seats, but cannot guarantee availability. Please make sure to make prior arrangements if you need a booster or car seat.

Concierge client requests are encouraged for special amenities and incidentals for your trip will be billed at cost plus 20%

Charges for stops during the trip are \$80 per hour and billed in 15 minute blocks

Terms and conditions subject to change.