**S.E.A.T.S Transportation**

**Rules, Policies, and Banned Customers**

*Our primary responsibility is the safety of our drivers, equipment, and customers. As well as compliance with all applicable laws and regulations.  Below is a list of our rules and policies regarding use of our services.  We reserve the right to refuse service to anyone.  Blatant, intentional, or repeated violations of our policies may result in customers being refused service, asked to leave the vehicle, or banned from using our services.* *We may also pursue legal action if the situation warrants in extreme cases.*

1. If you wish to cancel a trip you have booked it will need to be 6 or more hours before pick up time. If it is less then the 6 hours you will be charged the full amount. We do this to prevent Double booking (calling/scheduling both us and another service provider) just to see which one shows up faster (or for any other reason), and then no-showing or cancelling on-location after the driver has already arrived at the requested pickup.

2. Please be courteous and respectful to our drivers. Threats, overly insulting or demeaning behavior, etc. are not tolerated. In addition, unwanted physical contact or assault will result in not just a permanent ban, but law enforcement being contacted.  
  
3.  Please be respectful of our equipment. Don't tamper with things, make messes, slam doors, yank on door handles, bang on windows, etc.  
  
4. Please do not interfere with the driver, their equipment, or their ability to perform their job safely and efficiently. Please refrain from being distracting, obnoxious, or anything else that could hinder the safety of your transport.  
  
5.  You are required to pay your bill in full before service will be allowed. If you want to pay in cash and do not have it. The driver will take you to the nearest bank / ATM for the funds needed.  
  
6.  Leaving threatening and/or obscene messages on our voicemail when we are closed, for any reason, will not be tolerated and will result in an automatic ban from using our services.  Direct threats or particularly vulgar messages will be reported to law enforcement, along with the phone number they were left from.

7. Please do not leave children unattended in the taxi.  Our drivers are not properly licensed in child care and are not babysitters.  Also, please attempt to keep children under control while in the taxi.  Lastly, we will not transport infants and toddlers without the appropriate car seats/booster seats, nor is it our responsibility to provide such equipment.  Please make sure you have everything you need in order to transport your child safely and legally.  
  
8.  Our drivers make every effort to be as timely as possible, but only as much as other customers allow.  Please be courteous of other customers who may be waiting, and make an effort to be at your pickup location, and ready to go, when we arrive....as well as timely about any errands you may be running.  
  
9.  **We are not responsible for possessions lost or stolen in the vehicles.  We transport hundreds of people per week, and it is impossible to keep track of everyone's belongings for them.  We also cannot be held responsible for theft of your belongings by other passengers.  Please make sure you keep track of your own property.  
  
If we can confirm that you have indeed left an item in the taxi and it is still there, we can deliver. The amount of charge will be based on how far you are away. A schedule time can be arranged to be picked up at the office as well.   
  
Please note that when we are CLOSED; we cannot respond to or investigate lost item inquiries, and we do not make lost item deliveries, on those days.**  
  
10. No smoking is allowed in any operational, on duty taxi, at any time. Doing so may result in a fine and/or being refused transportation.   
  
11. No open alcoholic containers are allowed in the taxi at any time. All alcohol being transported will be stored in the trunk of the car until the client has returned home.  
  
12. We do not accept $100 bills.  Please make sure you have smaller bills or have us take you to a convenience store to break a larger bill.  Please note we do take cards and a variety of other forms of payment. We use the Square and the sure charge will be passed on to the client.  
  
13.  Our prices are non-negotiable.  A large amount of analysis, research, and thought goes into our financial structure and pricing, and we have many expenses that often the general public isn't even aware of.  We do not tolerate "hagglers" or negotiators.  Our prices and charges are the same concept as a price tag in a retail store.

14. We currently do not accept any kind of check or money order, including COMDATA checks.   
  
15.  Absolutely no unsealable/open liquids, and no consumption of food, in the taxi.  Please wait until you are at your destination before eating, and please drink or discard open (non-sealable) drinks before entering the cab. Also, be courteous and take your trash with you.