



Office: (310) 743-6567

Aspire Transportation, LLC

5200 Clark Ave. Suite #298
Lakewood, CA 90714

Fax: (562) 867-1010

admin@aspirebus.com

Terms for service

Terms and Conditions

Rates, terms and conditions are subject to change without notice. Additional hours are charged in one hour increments. A fifteen minute grace period may apply in favor of the customer for extended time up to fifteen minutes. The rate for any trip is calculated based on the information listed on the trip request form. Additional stops, excessive time or mileage may result in an additional fee. Aspire Transportation, LLC will not be held accountable for any personal belongings / articles left behind, misplaced, lost, stolen, or damaged on or by bus or bus occupants. Tentative (or TBA) times will only be accepted until 11:59 pm (midnight) on the day before the trip is scheduled to commence. A rush fee may apply any time a trip is booked for the same day. The customer is responsible for all parking fees. A trip may also be terminated for acts of unsafe behavior aboard the bus. Unsafe behavior aboard the bus includes but is not limited to: Unnecessary / inappropriate conversation with the driver, standing / walking while the bus is in motion, excessive loud noise by the group or members of, any objects protruding out the window at any time, unsafe seating arrangements. A list of bus rules may be sent to the customer per your request. Any damage done or cleaning needed to the bus requiring anything more than sweeping may be billed to the responsible party.

Customers are bound to the departure times listed on the Trip Request Form. In the event that the group has not boarded the bus or is not ready to depart at the time of departure, the trip may be cancelled at the expense of the group. Should a situation arise (involving the group) that would prevent the bus from departing on time the customer may be charged an overage charge of \$49.00 in 15 minute increments (rounded up to the next 15 minutes). Aspire Transportation, LLC will not be held liable for any inconvenience incurred by the group for any of the above causes or otherwise. Aspire Transportation LLC reserves the right to refuse service to anyone.

Cancellations

Our cancellation policy charges 100% of invoice if trip is cancelled within 24 hours of departure time, 50% of invoice if cancelled more than 24 hours of departure time, but less than 48 hours of departure time and no charge if you cancel more than 72 hours of departure time. However, payments are generally non-negotiable and non-refundable. If necessary we may reschedule your trip per your request a maximum of 2 times. However, initial request for rescheduling must be received at least 24 hours prior to the originally scheduled departure time. A rescheduled trip may be rescheduled up to and no later than 1 year following the original order date. All requests for service are subject to availability.

If for some reason we notify you that your trip has been cancelled we will issue you a full refund (if applicable) and offer you a credit for a (free) trip of equal or lesser value. In the event of a force majeure, all monies paid may be refunded or service rescheduled.

Payments

Payments may be made using one of the following methods:



Office: (310) 743-6567

Aspire Transportation, LLC

5200 Clark Ave. Suite #298
Lakewood, CA 90714

Fax: (562) 867-1010

admin@aspirebus.com

1. Pay online with a major credit card to link in emailed invoice
2. Mail in the payment amount

Payments are due upon receipt of invoice. Payments are non-refundable and non-negotiable. If necessary we may reschedule your trip per your request a maximum of 2 times. However, initial request for rescheduling must be received no later than 24 hours prior to the scheduled departure time. All requests for service are subject to availability. We will contact you once payment has been received. If for some reason we have not contacted you, please contact us in a timely manner so adjustments may be made. If for some reason you do not have enough time to mail a payment in and you are unable to pay with a credit card, contact us and arrangements may be made. C.O.D. payments are to be presented to the driver at the initial pick up location prior to anyone boarding the bus. Payments will be accepted only in the form of cash, money order, and cashier's check only. In the event that the C.O.D. payment is not received at the initial pick up location before boarding group, the trip may be cancelled at the customer's expense. If payment has not been received within 24 hours of the trip's scheduled departure time the trip may be cancelled.

Please know that because of the nature of this business, commercial driver laws and other regulatory factors, we are very strict about departure times.

THANK YOU,
ASPIRE TRANSPORTATION, LLC