

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

Business Hours are Monday through Friday from 8 am until 4 pm

(Excluding Holidays)

- Reservations must be prepaid with a credit card. Please call our office at 1-800-872-9399 for other possible arrangements
- Reservations booked with at least 48 business hours advance notice ONLY guarantee the lowest rate
- To guarantee a seat on your preferred shuttle, we suggest reservations 1 to 2 weeks in advance
- You are only guaranteed a seat at the time of your original reservation.
- Cancellations made to your reservation more than 48 business hours in advance will incur a \$20 cancellation fee.
- Reservations cancelled with less than 48 business hour's notice are **NOT** refundable.
 - You may hold the amount as an account credit to be used at any time by yourself or an immediate family member – Please note the reservation holder will need to call to schedule new reservation.
- Reservations booked with less than 48 business 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.
 - 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 business hours of travel date and time.
 - Changes done with less notice will be subject to additional fees and availability
 - There is no fee for the first change to your reservation
 - Additional changes may incur a \$25 charge
- 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.**
 - 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, subject to availability
 - The wait time fee, subject to availability, is \$50 / hour
 - If you are arriving less than 30 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.
 - **The **maximum weight** for any luggage is fifty (50) pounds (32 Kg)
 - **The **maximum size** for any luggage is 48in L x 24in W x 36in H (122cm L x 61cm W x 91cm H)
 - To our Military travelers, luggage you carry are covered at no additional cost, we just ask you notify us of the number of bags you will have. Thank you!
- If you are booking your reservation with less than 48 business hours notice, after 4 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.
 - Special Pickups have an additional fee of \$ 100 and you are not guaranteed to be the only passenger in the van.
 - Private shuttle service will have an additional fee of \$150 and you will be the only passenger in the van.
- Reservations booked with less than 48 business hours notice may incur an additional fee of \$75.
- The standby rate for **Military ID Card Holders, including spouses and children (must present ID to driver)** is \$60 (cash only) 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.
- The standby rate for **Civilians** is \$80 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, Air Tran or a Charter Flight, your driver will meet you at Terminal number 2; Baggage Carousel number 1. Your driver will have on a Red, White or Navy Blue uniform shirt 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 Terminal number 1; near Gate D, located across from the Chapel. *"The Meeting Place"*. Your driver will have on a Navy Blue, Red or White uniform shirt and have your name on a sign. **Do not go outside, the driver will not find you!**



Terminal # 1 Meeting Place

- Pickups on the Ft. Leonard Wood Military Establishment are allowed at:
 - Main Gate Visitors Center, Building 100 (9:15 am, 11:15 am, 1:15 pm and 3:15 pm)
 - USO, Building 805, (Limited Service Hours, Check with USO)
 - Building numbers through 599, 805, 1100-1699 and 1800 and up.
 - We are not permitted to pick up at Building numbers 600-1099 or 1700-1799
 - NO EXCEPTIONS
 - Airport, Forney Field
 - Some residential addresses are approved for pick up, please contact our office, 1-800-872-9399 to see if your address is eligible.
- We do have a license from the Commander at Ft. Leonard Wood allowing us to pick up at the above listed locations on Ft. Leonard Wood.
- 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)

****NO EXCEPTIONS****

- Children less than 4 years old or less than 40 pounds must be in an appropriate child safety seat.
- 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.
- 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.
- 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.

Payment

- All reservations are to be prepaid with a credit card.
 - MasterCard (16 Digits)
 - Visa (16 Digits)
 - Discover(16 Digits)
 - American Express(15 Digits)
- Your reservation will not be confirmed until it is pre-paid.

Confirmation – For Online Reservation Submissions Only

- One of our staff members will contact you for your full credit card information once your reservation has been submitted and received.
- 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 48 business hours^A 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 4 pm and we will be happy to assist you.

^A If you are booking your reservation with less than 48 hours notice, after 4 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 and may result in short notice fees or non-availability.**

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.

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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.

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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:

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- 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.

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