

## **Vehicle Too Small**

Customers are responsible for the vehicle they choose, and whether their bags will fit. We are a shuttle company, but customers can either choose an MKZ, Navigator, or Shuttle depending on the number of people and whether their bags will fit. There is a different price for each vehicle depending on size.

If someone books an MKZ and they need a Navigator, or a Navigator and they need a shuttle, the customer will either have to leave some bags behind, or the driver can leave and return with a larger vehicle. Of course this is subject to the larger vehicle being available, and whether the driver can do it without being unable to pickup their next customer on time. The driver can also contact their dispatcher if there's a scheduling issue and they need to send a different driver.

Since customers are responsible for choosing the right vehicle, dispatch will have to make a new reservation for the larger vehicle, and the customer will have to pay again at the higher rate. We send out luggage and confirmation emails to make sure customers know that they are responsible for choose the right vehicle and about making a new reservation.

We don't do free trips, and your time is valuable, so please don't just go get another vehicle without a new reservation being made.

If the customer rejects the ride and chooses not to make another reservation, they will not be eligible for a refund and you can mark it as a no show or reservation abandonment. You will still be paid for the trip depending on how far you drove both ways and the approximate wait time. Please follow the no show procedure if this happens.