

Silver Valley Shuttle

Terms & Conditions

1. No-Show & Cancellation Policy

1.1 A passenger who fails to board (“no-show”) forfeits their fee and is not eligible for a refund.

1.2 Pre-paying or invoiced passengers who cancel a trip 48-hours prior to their scheduled pickup time will be issued a full refund minus any associated payment fees (e.g., credit card fees).

1.3 Pre-paying or invoiced passengers who cancel trips with less than 48-hour notice prior to the scheduled pickup time will be issued a 50% refund.

1.4 Pre-paying or invoiced passengers who cancel trips with less than 24-hour notice prior to the scheduled pickup time will not be issued a refund. However, exceptions may be made for extenuating circumstances (e.g., flight delays/cancellations).

2. Boarding & Punctuality

2.1 Passengers are required to arrive at the agreed upon boarding location at least 5 minutes prior to the scheduled departure time.

3. Refusal of Transport

3.1 Silver Valley Shuttle reserves the right, in its sole discretion, to refuse transport to any individual who, in the Carrier’s judgment, may be disruptive, intoxicated, unsafe, or otherwise unfit to travel.

3.2 If a passenger is not permitted to travel due to reasons listed above in 3.1, no refund or credit will be issued.

4. Parking Disclaimer

4.1 The Carrier does not assume responsibility for passenger-owned vehicles parked at any pick-up or drop-off location. Neither Silver Valley Shuttle nor any business hosting a boarding location shall be responsible for passenger-owned vehicles, including but not limited to damage, towing, theft, vandalism, or fines.

4.2 Boarding locations are provided for the convenience of passengers; the businesses at which passengers board provide these locations as a courtesy. Passengers must respect all rules, restrictions, and policies of these businesses while on their property.

4.3 Silver Valley Shuttle does not authorize parking at any boarding location. However, some businesses do allow short-term parking. Passengers booking travel should review the notes associated with a boarding location to determine if parking may be available and what rules apply to parking. Passengers choosing to park at or near a boarding location do so at their own risk.

5. Baggage, Luggage, and Gear

5.1 Passengers may bring two (2) pieces of luggage and two (2) small carry-on items (e.g., purse, small backpack), provided the total combined weight does not exceed 100 pounds. Skis and snowboards are permitted without an additional fee and will be transported in racks attached to the roof of the vehicle.

5.2 Large, oversized, or irregularly shaped items may be transported only if space permits. Passengers should call ahead to confirm that space is available for such items and to avoid denial of loading.

5.3 Silver Valley Shuttle is not responsible for damage caused from routine loading and unloading, such as scratches, scuffs, marks, et cetera. All luggage, including but not limited to bags, skis, boards, bikes, et cetera are transported at the passenger's own risk.

5.4 All luggage should be clearly labeled with the passenger's name and contact information.

5.5 Dangerous, hazardous, or unlawful items are strictly prohibited in luggage.

5.6 Pets are not allowed.

6. Lost & Found / Liability for Items

6.1 Silver Valley Shuttle is not responsible for items left behind on its vehicles. Items found will be kept for 30 days.

6.2 Passengers are responsible for arranging pickup or return of lost items; any shipping or handling costs are the responsibility of the passenger.

6.3 Silver Valley Shuttle is not liable for lost, stolen, or misplaced luggage. All luggage is transported at the passenger's own risk.

6.4 Silver Valley Shuttle reserves the right to open for inspection or refuse luggage at its sole discretion. Identification is required before returning luggage to a passenger.

7. Delays & Force Majeure

7.1 While the Carrier uses best efforts to adhere to agreed upon times for trips, Silver Valley Shuttle is not liable for delays due to weather, traffic, road closures, mechanical issues, or other events beyond its control.

7.2 The passenger assumes all responsibility for additional expenses incurred as a result of delays, including missed flights or reservations.

7.3 Silver Valley Shuttle may, at its discretion, delay departure to accommodate connecting passengers, passengers delayed by air travel, or may depart early if all passengers with reservations are onboard.

7.4 Schedule changes or early/late departures may occur due to safety, operational, or weather-related circumstances.

8. Prohibited Conduct

8.1 Smoking, vaping, and alcohol consumption are strictly prohibited on board at all times.

8.2 Possession and or use of illegal drugs is strictly prohibited on board at all times.

8.3 Passengers must not behave in a disruptive, threatening, or abusive manner. Silver Valley Shuttle may refuse service to any passenger whose behavior jeopardizes the safety or comfort of other passengers or the driver.

9. Indemnity

9.1 Passenger agrees to indemnify, defend, and hold harmless Silver Valley Shuttle and its employees, agents, and contractors from claims, liabilities, or expenses arising from the passenger's conduct or violation of these Terms & Conditions.

10. Enforcement & Attorney Fees

10.1 If Silver Valley Shuttle must enforce these Terms & Conditions by legal action, the passenger shall be responsible for all reasonable attorneys' fees and associated costs.