

# PASSENGER BILL OF RIGHTS

## FOR ALL GROUND TRANSPORTATION SERVICES

All passengers of a ground transportation vehicle, including but not limited to a sedan, SUV, van, mini-coach or bus, are entitled to the following, and should have the right to ask the driver to provide:

1

Proof of proper commercial-for-hire licensing and certifications as governed by local, state and federal regulations

2

A safe and courteous driver that obeys all traffic laws with proof of commercial vehicle insurance

3

Assurance that the vehicle being driven, has undergone regular inspections, and is certified safe and mechanically sound

4

A fully-vetted and trained driver that has undergone official criminal background checks and pre-hire drug testing

5

Ready access to the transportation service provider, via email, telephone or in-person, of the ground transportation service to voice any concerns or complaints that arise before, during and after the ride

6

A quoted fare for your trip and a final charge that matches that agreed-upon amount (except in cases of changes in trip itinerary or duration)

7

Air conditioning or heat on request

8

Access to fully functioning seatbelts