

1. Client Responsibility: The Client shall:

Provide accurate information regarding pickup and drop-off locations and schedules. Notify TRL Upscale Transportation of changes to the service agreement in a timely manner.

Acknowledges and agrees that during the duration of the shuttle service, they are responsible for maintaining the cleanliness and condition of the vehicle to a reasonable standard. Shall ensure that no damage, misuse or excessive dirtiness occurs to the vehicle during the transportation period.

TRL Upscale Transportation may not be able to wait on the street for pickup due to traffic regulations, safety concerns, or logistical constraints. The Company reserves the right to choose an agreed upon designated pickup area to minimize disruption and ensure efficient operations.

2. Biological Contamination

In the event that a passenger(s) contaminates the vehicle with any bodily fluid due to negligence or misconduct, The Client shall be responsible for cleaning and restoration of the vehicle to its pre-incident condition.

The Client agrees to notify The Company immediately of any contamination incidents and to take appropriate action to mitigate impact on other passengers and the vehicle.

Cleaning Fee: A cleaning fee of \$500 shall be charged to The Client in the event of a vomiting incident in the vehicle.

The cleaning fee shall be paid by The Client within 7-days within receiving an invoice from The Company.

Failure to pay the cleaning fee within the specified period may result in additional charges and may affect future bookings with TRL Upscale Transportation.

1. Payment Terms:

Upon booking the shuttle service, The Client agrees to pay a 20% non-refundable deposit of 20% of the total booking amount. The remaining

balance shall be due and payable no later than 7 days prior to the scheduled pickup time. Failure to pay the remaining balance within the specified time frame may result in the cancellation of the booking without refund of the deposit. By making the deposit payment, The Client acknowledges and accepts these terms and conditions.

Last minute booking policy

Our last-minute booking policy for shuttle service requires full payment of booking fees if made within 7 days of the scheduled pickup. Furthermore, cancellations within 48 hours of the scheduled pickup will incur a non-refundable deposit of 20% of the total booking amount.

2. Cancellation Policy:

The Client may cancel shuttle service bookings by providing written notice to TRL Upscale Transportation (trlUpscaletransport@gmail.com) at least 48 hours in advance of the scheduled pick-up time.

If cancellation notice is provided within the 48-hour notice period, a cancellation fee equal to 50% of the total booking cost of the service will be charged.

Cancellations made less than 48 hours before the scheduled pick-up time may be subject to the full fare charge.

3. Waiver of Cancellation Fees:

TRL Upscale Transportation may, at its discretion, waive cancellation fees in cases of extenuating circumstances, such as acts of God, and emergencies.

4. Refunds:

Refunds for cancellations made within the 48-hour notice period and subject to the 50% cancellation fee will be processed promptly in accordance with TRL Upscale Transportation refund policy.

Illegal Substance Policy

In the event that our driver suspects the presence of illegal substances during any trip, they are obligated to immediately terminate the journey, pull over safely, and contact the authorities. A canine search of the vehicle will be requested by the chauffeur. Any individual found to be in

possession of illegal substances will be subject to prosecution by law enforcement to the fullest extent permitted by law.