

Customer Service and lost & found:

Ez Vans & Buses Customer Service is available to resolve any issues in regards to customer service including payments; refunds or lost articles. Customer Service can be reached by dialing (310) 553-8267. For your convenience you may also contact Customer Service via email at Info@ezvans.com

Customer Service is open from 8:00 AM until 6:00 PM, Pacific Time, Monday through Friday. Customer Service is closed for most major holidays. Articles left on a vehicle and found by Ez Vans personnel can often take 24 hours, or more, to find their way to our customer service office.

Cancellation Policy:

We understand that circumstances may arise which may change your travel plans. Keeping that in mind, we will gladly give a refund for any reservation canceled within the following cancellation terms:

Cancellation Terms: Cancellations within **less than 10 days**' notice for motor coach, and mini coaches Limo bus, Limo Van and Mini coach, and **3 days** for vans, & Limousines, and **6 hours** prior to the ride for all airport & small trips are subject to full contract charge and is non refundable.

You will be billed the total contract amount; this means you will pay for all charges on the contract.

By signing Ez Vans contract and entering your credit card information in the appropriate fields, each individual/joint or company card holder is authorizing, EZ Vans (www.ezvans.com) and affiliated companies providing service to EZ Vans clients, to charge the credit card for any of the following charges, deposit, cancellation fee, damages to the vehicle, and all services rendered.

We calculate the service hours with half hour and some vehicles full hour increment and charge when the trip is completed and deduct your deposit amount leaving the actual balance due.

We cannot refund payments if cancellation occurs within less than 6 hours of pick up time for the airport rides or if the traveling party elects not to appear for a pickup (a no show) without notification.

Refunds usually show on your account within 15 days.

Deposits are Non Refundable (except within the cancellation time).

Privacy Policy:

At Ez Vans, we are committed to protecting your privacy. We use the information you provide to secure your Ez Vans reservation.

We might share your information with our affiliates and subsidiaries in the U.S. and worldwide, as well as with our partners and parent company. And its other subsidiaries (collectively, as also defined earlier in this Privacy Policy, "our group companies"). We may share your information with our group companies for the following reasons:

- Provide you with integrated services (including administering and managing reservations, purchases, services, and payments across our affiliated platforms).
- Provide personalized offers or send you marketing communications with your consent or as otherwise permitted by applicable law.
- Provide customer support services.
- Detect, prevent, and investigate fraud and misuse of our services, other illegal activities, and data breaches.
- Analyze how users use our independent and affiliated platforms, including so that we may improve existing products and services and develop new features, products, and services that may be of interest to our guests and users.
- Ensuring of full compliance with applicable law.

To learn more about your choices related to how we share your information with our group companies, please see the Your Choices and Rights section below.

Consent to Data Collection by Google Analytics, and other Website Marketing.

If you provide us with your consent to use Functional Cookies and, thus, Google Analytics, we use Google Analytics to continuously optimize our website. We use Google Analytics to collect aggregated, anonymous data. This data helps us understand how customers use our platform and identify opportunities for improvement. Google Analytics anonymizes your IP address to protect your data. No other personal data is collected that would allow an identification. The legal basis for this data processing is Article 6 (1) lit. a GDPR. You may provide your consent or withdraw your consent to the described data processing by Google Analytics here.

Google Analytics is a web analytics service provided by Google LLC, 1600 Amphitheatre Parkway, Mountain View, California 94043, USA and ("Google"). Google Analytics cookies and similar technologies that are stored on your terminal device enable an analysis of your use of this website. This information is used to evaluate your use of the website and to compile reports on website or app activities. Google, and other marketing platforms could processes and transmit data after its transmission by websites such as Google or others, and it is carried out by Google as the sole data controller. In this context, Google, as the sole data controller, may store data about you in the USA. The European Court of Justice has previously determined that the USA provide for an insufficient level of data protection. In this context, there is a risk that your data may be processed by US institutions or authorities for control and monitoring purposes without you having an adequate legal remedy against this. However, Ez Vans complies with the applicable laws for Data Privacy Framework as set forth by the U.S. Department of Commerce. You can learn more in the section entitled "International Transfers of Information." Or visit the U.S. department of Commerce website.

We may use the information we collect to occasionally notify you about important functionality changes to the Website, new Ez Vans services, and special offers we think you'll find valuable. If we do so, you'll be provided an opportunity to unsubscribe from this mailing list by replying to info@ezvans.com and request to be removed from our list.

Ez Vans does not sell, trade, or rent your personal information to others.

Ez Vans may provide statistics about our customers, sales, traffic patterns, and related site information to reputable third-party vendors. Ez Vans may release account information when we believe, in good faith, that such release is reasonably necessary to (i) comply with law, (ii) enforce or apply the terms of any of our user agreements or (iii) protect the rights, property or safety of Ez Vans.com, our users, or others.

Drug and Alcohol-Free Workplace:

The importance of maintaining a Drug and Alcohol-Free workplace for the health and safety of our employees, customers, passengers and the citizens of the communities we serve justifies the special attention we give it here in our Code of Conduct.

Company policies and procedures, and, where applicable, federal and state laws, prescribing a drug and alcohol-free workplace, must be fully respected and obeyed. We will not tolerate the use of alcohol or illegal drugs in the workplace. Likewise, we will not tolerate the inappropriate use of legal drugs in the workplace. We will immediately report to supervisory personnel any suspected violations of the law or company policies or procedures.

Credit Card Processing

We accept Visa, MasterCard, American Express, Discover and PayPal as payment forms. Each credit card company & PayPal has established policies and procedures that we as a Merchant (seller) must adhere to. There are responsibilities that you as the "buyer" must adhere to which could include proof that you are in fact "the card holder" by means of reasonable identification (business or other listed telephone number with the credit card company database that we can verify). Please contact American Express @ 1-(800) 528-5200, Discover @ 1-(800) 347-2000, VISA @ 1-(800) 228-1122 or MasterCard @ 1-(800) 826-2181 and PayPal @ 1-402-935-2050 if you feel like any of our "verification" policies are not in line with their organizational policies. We work hard to prevent FRAUD and if you have received an email from us implying that you have placed an order with Ez Vans Systems and you in fact have not, please inform us immediately. Please be aware that we make all attempts to verify you as the "real card member" prior to processing the charge.

**All credit card, PayPal, and payment network direct pay payments are subject to
(3.5% for domestic cards, and up to 4.5% for foreign cards & Paypal payments)
Processing-convenience fees.**

Useful websites for your protection and fight fraud:

(Federal trade commission): www.consumer.gov/idtheft
(On guard online): <http://onguardonline.gov/index.html>
(TRUSTe): <http://www.truste.org>
(Anti-Phishing Working Group) <http://www.consumer.gov/idtheft>

Additional disclosures and notices

Farm out/affiliates: please note for some of our rides, we may use and hire our affiliated companies, and independent contractors (farm out) and their vehicles with use of their commercial insurance, bonds & TCP state license to provide service. Please note that their commercial insurance is in effect and involved with the work hired through us. They are insured and licensed to perform the transportation. They are authorized by airports and comply with local and state rules and regulations. Please note they can charge you directly.

Airports arrivals-departures:

we do not guarantee/suggest any claim nor responsible on any schedule changes of arrival or departure time. It is at the client's sole discretion & responsibility to accurately calculate the travel time needed to reach destination. It is recommended and sole responsibility of the clients to check and verify flight arrival or departure time.

Any extended wait over 30 minutes such as flight delay will be an extra hour of charge of the negotiated rate.

Full charges may also apply if the passenger fails to show up and/or fails to contact our office if they are unable to locate their chauffeur (airport restrictions). If you do not see your driver please call our office at 310-553-8267.

Airport pick up/drop off have slightly higher charges due to the airport rules and regulations such as parking & airport fees.

Multiple stops: all rides with multiple pickups/ drop off (**except for hourly contracts**) and stops could be subject to additional charge of \$15-\$50 per stop. Additional charges of negotiated rate for any extended wait over 15 minutes.

Charges-Card authorizations:

All reservation confirmations are subject to pre-authorization and accuracy of the credit card, including all other method of payments. If the credit card on file is not valid/expired/declined/lost or stolen, we reserve the right to cancel the ride without any notice, and not accept any other method of payment.

Rates, Terms & Policies are subject to change without notice. All rates and rights are subject to prior reservation with confirmation.

Accessible Service

At Ez Vans we are committed to providing outstanding guest service for our clients with disabilities, including those who use wheelchairs & clients who are accompanied by service animals. Ez Vans, and affiliate companies do not discriminate against individuals with disabilities in the provision of its services.

In order to facilitate your request for transportation into airports, clients are required to make advanced reservations.

When making an accessible reservation, clients/guests should specify whether or not an accessible vehicle is required or if a service animal will be accompanying the customer. Reservations are subject to availability of the special accessible vehicles.

Employment

Ez Vans is an equal employment opportunity employer dedicated to a policy of nondiscrimination in employment upon any basis, including race, color, creed, religion, age, sex, national origin, ancestry, sexual orientation, marital status, or military status. To inquire about any employment opportunity, please contact us via email:

ezvans@gmail.com

Contract agreement

Cancellation-refund policy: Cancellation, and changes to the scheduled itinerary/reservation must be in writing, otherwise full contract charge will apply and is non-refundable unless the contract is cancelled within the cancellation time below for full balance refund:

- a) Motor coaches, Limo buses & Mini buses must be cancelled 10 days prior to the scheduled pickup time.
- b) Scheduled rides for limousines, vans, suv's, and sedans must be cancelled 3 days prior to the pickup time.
- c) For all airport and small trips cancellation must be 7 hours before the pickup time.
- d) All reservations are subject to minimum of 50% deposit, refundable upon cancellation within the cancelation terms.

Rules, Regulations & Release of liability for Buses, Vans & Limousines:

1. No alcohol consumed by under the age of 21 years in any authorized vehicles. We reserve the right not to allow open alcohol containers on board.
2. No SMOKING inside the vehicles, \$150.00-\$300 charge per incident. No exceptions. No use of any illegal drugs of any kind.
3. Tolls, parking and airport fees are not included in the contract rate.
4. Damages to the vehicles caused by the passengers, the card holder are responsible for the full repair charges.
5. Charge of \$100-\$500 for any excessive clean up fees, and sanitation.
6. All unruly persons will be dropped off at the sole discretion of the driver with no refund.
7. We will not be responsible for any claim for missing, damaged, or stolen property.
8. Overtime will be billed in an hour increments. Customer agrees that overtime will be billed at the contracted rate.
9. Cancellations to be in writing via e-mail within the cancellation terms to avoid being billed for the full contract.
10. Clients agree that replacement vehicles may be substituted in the event of any major mechanical issues, Accident, or other unexpected issues, and no refund will be issued.
- 11-Additional time will be charged if clients are not ready to board the vehicles within 15 minutes on pick up & drop off contracts.
- 12-We reserve the right to refuse driving on any roads where conditions are unsafe, we reserve the right to refuse service to anyone.
- 13- Clients/guests to be informed that the vans-buses are higher than usual vehicles and may be more difficult to get in and out of the vehicles especially for elderly guests and with medical condition. Guests must use caution to get in and out since our vans-buses are higher.
- 14-Children under the age of 8 must be in a car seat or booster seat, and 4' 9" or taller be secured by a safety belt in the back seat.
- 15- Rides with multiple pickups /drop offs (except hourly rate) can be subject to additional charges of \$35.00-\$50 per stop and additional wait time charges.

16-Full charges also apply if the passenger fails to show up and/or fails to contact us in writing with changes.

17-vehicles cannot be loaded beyond seating capacity.

18-We are not responsible and do not accept any further dispute or claim regarding cash payment, tip/service fees, or the balance paid directly to the driver and will not honor any credit (except in writing with prior arrangement).

Quotes are valid for 24 hours. Rates are subject to availability. Confirmations are not guaranteed reservations, until guaranteed by valid method of payment.

Assessment of all charges, overtime, damage costs, safety rules, are the sole discretion of the driver & will have charges. The prices quoted to the clients are best estimates only.

Ez Vans: PUC 20030 P & A