

## Treetops Resort Transportation FAQs:

- VEHICLES/OCCUPANCY:** Treetops has based on availability a Van that seats up to 12 or a Shuttle Bus that seats up to 24 people.
- OPTIONS/LOCATIONS:** Treetops Transportation Department offers standard one way or round trip rental options as well as hourly and multi day rentals. Approved locations include Resort Main Property, Resort North Property as well as approved Off Property Locations within the surrounding local county.
- RATES:** Transportation rates will vary based on vehicle, locations, and type of trip required.
- DEPOSITS:** A \$50 refundable deposit is required at time of Transportation Order. Deposit will be refunded if the Transportation Order is not executed and/or cancellation of Transportation Order occurs outside penalty terms.
- PAYMENT TERMS** Once a Transportation Order is executed and returned by customer total balance, less deposit, will be due no less than the contracted final payment date set forth prior to the first scheduled transportation date.
- Cash/Credit/Check are all accepted forms of advance payment. Final payment must be received and/or posted prior to the contracted cancellation date.
- Failure to pay in full will result in cancellation of all contracted transportation times.**
- CANCELLATION:** Any cancellations within penalty terms of first scheduled Transportation Date will be billed at the original contracted rate. No refunds or adjustments will apply.
- MODIFICATION:** Any modifications within penalty terms of first scheduled Transportation Date will be billed at the original contracted rate. No refunds or adjustments will apply.
- NO SHOW:** Failure to show to any contracted pick up time will result in cancellation of all future contracted transportation times and no show fee equivalent to entire Transportation Payment will be assessed.
- STANDBY POLICY:** Due to high demand and narrow transportation windows Drivers will wait no more than 10 minutes post contracted time to depart from contracted location. **One attempt will be made to the provided on property contact number and at 10 minutes post contracted time group will be deemed a no show and applicable transportation adjustments and fees will apply per No Show Policy.** Should driver be required to wait for any members of the party, and departure time exceeds 10 minutes post contracted time, as **Standby Fee of \$25** will apply.
- ADDITIONAL STOPS:** Extra charges will apply for any extra stops for one way and round trip bookings. Charges may vary from \$5-\$25 for each stop.
- FOOD/BEVERAGES:** Refreshments including Alcohol is permitted in transportation vehicles. Consumption of alcohol is permitted on MAIN Resort Property Only. No food is permitted in vehicles.
- SMOKING POLICY:** Smoking is not allowed in any of the vehicles at any time. A deodorizing fee of \$250 will be charged if any member of the party smokes in the vehicle.
- CLEANING FEE ASSESSMENT:** Sanitation/Cleanup fee of \$250 will be charged if vomiting occurs or if the vehicle is left dirty by any member of the party in the vehicle.

Last Update: July 2019



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**DAMAGE FEE ASSESSMENT:** A minimum \$150 fee will be assessed for any damages outside standard wear/tear of vehicles by any member of the party. **Damages include but are not limited to broken windows, torn seating, etc.**

**HANDICAP ACCESSIBILITY:** Shuttle Bus is ADA accessible. Please advise of necessity at time of Transportation Request.

**COMPLIMENTARY SHUTTLE:** During the Ski Season the Resort offers complimentary shuttle on the MAIN PROPERTY during scheduled slope hours. The available hours and shuttle stop locations may vary. All Resort Guests are welcome to utilize when active.