



CASINOSHUTTLE SERVICE GUARANTEE

COMPLIMENTARY PASS POLICY

“If Ramblin Express causes you a travel delay of 90 minutes or more, due specifically to an unforeseen mechanical or driver scheduling issue, we will issue you a Complimentary Round-trip Pass for a future trip, valid for up to 180 days from date of issue.”

(ASK DRIVER OR TICKET AGENT FOR DETAILS, SUBJECT TO LIMITATIONS BELOW)

SAFETY IS #1 CONCERN - Safety is our primary concern, and will always supersede any strict adherence to our published time schedule. This means that unforeseen mechanical issues or driver scheduling issues may occur from time to time, causing delay and minor inconvenience.

DELAYS OUTSIDE OF OUR CONTROL - Delays caused by *heavy traffic, road construction or repair, and/or weather* do take place at times. We do *not* offer refunds or Complimentary Passes for these delays.

BE READY EARLY – DON’T MISS THE BUS - If you are not prepared to board the shuttle, with your pre-purchased ticket in hand, *at least 3 minutes prior* to the scheduled departure time, you may not get a seat on that shuttle. It takes time to complete your transaction, and we will not delay the departure causing inconvenience to those who were on time. We do *not* offer refunds or Complimentary Passes if you miss the bus. (We suggest you arrive *at least 10 minutes prior* to scheduled departures.)

“SEATS ARE FIRST COME, FIRST SERVE” - If a shuttle is full, you may depart at the next available time. We do *not* offer refunds or Complimentary Passes if the bus is full and you need to wait for the next one.

IF SHUTTLE APPEARS TO BE MORE THAN 15 MINUTES BEHIND SCHEDULE,

CONTACT US FOR “REAL TIME” SCHEDULE UPDATES

Ramblin Express Dispatch posts “real time” updates of schedule delays and/or cancellations.

1. **Call for updated recordings:**
1-877-RAMBLIN (1-877-726-2546) Ext. 777, then
Ext 1 for Cripple Creek, or Ext 2 for Black Hawk / Central City
2. **Visit online for updated postings; www.CasinoShuttle.com**
3. **Call 24-hour Dispatch**
303-572-8687 x4 (Denver) 719-590-8687 x4 (Colorado Springs/Pueblo)

Additional questions, concerns, compliments or complaints may be submitted in writing to;

Attn: Casino Shuttle, Ramblin Express, Inc. 5401 East 48th Avenue, Denver, CO 80216

Or Email feedback@CasinoShuttle.com