



SERVICE GUARANTEE – COMPLIMENTARY TICKET VOUCHER POLICY

(EFFECTIVE OCTOBER 2017)

While Ramblin Express continually strives to provide consistent on-time reliability, with the highest customer service, as evidenced by a proven track record dating back to our start in 1993, situations *do* arise whereby we will stand by the following Service Guarantee – Complimentary Ticket Voucher Policy.

We will provide a Complimentary Ticket Voucher for a future trip, valid for up to 1 year from date of issue, under the following circumstances;

- 1. If you are *on-board* our Casino Shuttle and experience a travel delay *in excess of 1 hour*, due specifically to a shuttle *mechanical* issue.**
- 2. If you are *waiting* for our Casino Shuttle, that has not yet departed *within 15 minutes* of the scheduled time due specifically to a shuttle *mechanical* issue or driver *scheduling* issue.**

Complimentary Ticket Vouchers are issued through our main office, within 7 days of incident as applicable.

DELAYS OUTSIDE OF OUR CONTROL

Delays caused by *heavy traffic, road construction or repair, and/or weather* are unfortunate, though do take place at times and are outside of our control. Ramblin Express does *not* offer refunds or Complimentary Ticket Vouchers to those who may experience this.

SAFETY IS #1 CONCERN

Safety is our primary concern, and will supersede our 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.

BE READY EARLY – DON'T MISS THE SHUTTLE

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 are not guaranteed a seat on that shuttle. Arriving “last minute” and attempting to purchase a ticket within 3 minutes of the scheduled departure time will not allow time for us to complete the transaction and paperwork, and we will not delay the departure causing inconvenience to those who were there on time.

CASINO SHUTTLES ARE “FIRST COME, FIRST SERVE”

Other than for ADA wheelchair lift requests, we do not take reservations; though can make accommodations in advance *for groups of 10 or more* people. Seating is available “first come, first serve”, and if a shuttle is full, you may depart at the next available time.

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)

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

email feedback@CasinoShuttle.com