

1. Booking & Confirmation

- I.1. All reservations must be made no less than 7 days in advance through our website email request form or direct communication with the concierge team.
- I.2. A booking confirmation will be sent via email upon successful reservation. Please allow up to 48 hours for a response
- I.3. Email and mobile number must be provided at the time of booking
- I.4. The guest is responsible for ensuring that all booking details (including pickup date, time, location, number of passengers, and amount of luggage) are correct on the confirmation.
- I.5. Transportation service is available for overnight guests only and available from Reno International, Lake Tahoe Airport, Minden-Tahoe Airport, and Carson City Airport to Edgewood Tahoe Resort.

2. Pricing & Payment

- 2.1. Prices are displayed in US dollars and include applicable taxes, gratuities, and fees unless stated otherwise.
- 2.2. Full payment will be charged to your room folio. Additional charges may apply for extra services such as delayed waiting time, or oversized luggage if requiring additional vehicles.

3. Cancellation & Refund Policy

- 3.1. Cancellations 48 hours before the scheduled pickup time will be eligible for a full refund.
- 3.2. Cancellations less than 48 hours before the pickup will be subject to a cancellation fee of 50%.

4. Pickup & Waiting Time

- 4.1. The shuttle driver will wait up to 1 hour from the scheduled pickup time. Please note that we will track your flight arrival to be at the airport promptly.
- 4.2. If the passenger fails to appear within the waiting period, the booking will be considered a no-show.
- 4.3. If the flight is delayed, guests must notify the Concierge as soon as possible to reschedule the pickup time, subject to availability.
- 4.4. The driver will greet passengers at the luggage claim area.
- 4.5. Stops must be pre-arranged and will entail an additional hourly fee.

5. Passenger Conduct

- 5.1. All passengers must adhere to local laws and transportation regulations.
- 5.2. Smoking is not permitted in the vehicle.
- 5.3. The driver reserves the right to refuse service to passengers who are intoxicated or pose a safety risk.
- 5.4. Pets are not permitted in vehicles.
- 5.5. Vehicles may not be loaded with additional persons above the arranged booking or beyond seat capacity.

6. Luggage Policy

- 6.1. The amount of luggage needs to be communicated before arrival, additional fees may apply should the luggage require an additional vehicle to travel. Oversized or excess luggage may be subject to additional fees.

7. Liability & Force Majeure

- 7.1. Edgewood Tahoe Resort is not liable for delays caused by traffic, weather, road conditions, or other unforeseen circumstances.
- 7.2. In the event of vehicle breakdown or unavailability, a replacement vehicle will be arranged whenever possible.
- 7.3. Edgewood Tahoe Resort is not responsible for missed flights or other consequences due to unforeseen delays.
- 7.4. Car seats must be installed by the parent or guardian; the driver cannot help with installation. Car seats can be provided by the guest or with advance notice, Edgewood will provide up to 2 car seats.
- 7.5. By booking our shuttle service, you acknowledge and agree to these Terms and Conditions.

8. Contact Information

For any inquiries, changes, or cancellations, please contact our Concierge at:  775-588-3480  concierge@edgewoodtahoe.com

