



SERVICE GUARANTEE – COMPLIMENTARY TICKET VOUCHER POLICY

(EFFECTIVE DECEMBER 2015)

**If you are *on board* any of our Casino Shuttle buses,
and you experience a travel delay *in excess of 1 hour, due specifically to bus mechanical failure,*
then you will receive a Complimentary Ticket Voucher for a future trip, valid for 1 year from date of issue.**

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 Voucher Policy.

DELAYS OUTSIDE OF OUR CONTROL

Delays caused by heavy traffic, road construction or repair, and/or weather are unfortunate; though do take place and are outside of our control. Ramblin Express does not offer refunds or complimentary vouchers to passengers 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 failure, or driver / passenger concerns may occur from time to time, causing delay and minor inconvenience.

BE READY EARLY – DON'T MISS THE BUS

If you are not prepared to board the bus, 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 departure. 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”

We do not take reservation; though can make accommodations in advance for groups of 10 or more people). Seating is available “first come, first serve”, and if a bus is full, you may depart at the next available time.

DELAYED WESTBOUND DEPARTURES

If a *Westbound* Casino Shuttle (departing *to* the casinos) has not yet departed our Depot “on time”, and you decide not to wait, you may exit the bus and return your pre-purchased Ticket for a full refund (if you paid cash), or for the return of your pre-paid Ticket Voucher (if you presented one). This does not apply should you decide to continue waiting until the bus departs.

DELAYED EASTBOUND (RETURN) DEPARTURES

While rare, delayed or cancelled departures *from* the casinos may take place for various reasons outside of our control. Ramblin Express does not offer refunds or Complimentary Ticket Vouchers to passengers who may experience a delayed or cancelled *return* departure, and you may return on a later shuttle.

“REAL TIME” SCHEDULE UPDATES AVAILABLE

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*

CONTACT US ANYTIME

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 CasinoShuttle@ramblin.com**