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## PASSENGER AGREEMENT

The following guidelines are in place to ensure a smooth and enjoyable experience for all passengers of LS INSPIRED LLC (LSI) Senior Ride Service. By booking a ride with us and using our services, passengers acknowledge and agree to the following terms:

1. **No Show Policy:** Pickup is limited to the scheduled times and locations. If the passenger fails to appear within 5 minutes of the agreed pickup time and location, without contacting LSI, the ride will be considered a "No Show," and a \$10 no-show fee will apply. Punctuality is important to ensure we can serve all passengers efficiently.
2. **Cancellation Policy:** Passengers may cancel their ride free of charge if cancellation is made at least 24 hours before the scheduled pickup time. For cancellations made less than 24 hours before the scheduled pickup, a cancellation fee of \$6 may be applied at LSI's discretion.
3. **No Smoking or Vaping:** Smoking, vaping, or the use of any electronic smoking devices is strictly prohibited in all LSI vehicles.
4. **No Firearms or Weapons:** The possession, use, or transportation of firearms or any weapons is strictly prohibited for both passengers and drivers.
5. **Payment Terms:** Passengers must either pay their invoice in full or ensure that payment for the upcoming ride is made by the end of the day before the scheduled pickup time. LSI drivers do not handle payments or answer billing inquiries.
6. **Service Changes:** LSI will make reasonable efforts to provide passengers with 30 days' notice of any substantial changes to our Senior Ride Service policies or procedures.
7. **Passenger Conduct:** Passengers are expected to behave in a manner that fosters a positive and respectful environment for other passengers and the driver.
8. **Vehicle Cleanliness:** Passengers are asked to help maintain the cleanliness of LSI vehicles. Personal items should be kept in the passenger's seating area, at the driver's discretion.
9. **Food and Beverages:** The consumption of food and beverages in LSI vehicles is at the discretion of the driver.
10. **Vehicle Issues:** In the event of a vehicle breakdown or mechanical issue, the driver will immediately notify the passenger and LSI support.
11. **Prohibited Substances:** The possession or use of alcoholic beverages, narcotics, or any illegal substances is strictly prohibited in LSI vehicles.

By booking and riding with LS INSPIRED LLC, you agree to these terms. Failure to adhere to these guidelines may result in suspension or termination of ride services.

**Note:** A copy of this passenger agreement is also available for your convenience in the seat pocket of all LSI vehicles.