

Airport Delivery & Pick-up: Fees and Conditions

Fee includes both delivery & pick-up, based on the MEET times for the airport - not flight arrival & departure times:

Normal Delivery Hours:

- \$50 fee for delivery and/or pick-up 8:00 am – 5:00 pm

Outside Normal Hours:

- \$60 fee for delivery and/or pick-up 7:00 am – 8:00 am / 5:00 pm – 6:00 pm
- \$70 fee for delivery and/or pick-up 6:00 am – 7:00 am / 6:00 pm – 7:00 pm
- \$10 per hr additional fee - extended delivery and/or pick-up times outside delivery hours

*** Airport delivery and pick up times require a minimum of 24 hours' notice. Requests within the 24-hour period are subject to an additional \$25 fee. We will always do our best to accommodate!!**

How it Works: Curbside Delivery & Pick-up

Curbside Delivery @ Arrival

- Your driver will text Customer when arriving at the airport & will wait in the cell phone waiting area until Customer has texted they are curbside, outside Baggage Claim.
- Customer is to text when they arrive outside Baggage Claim (before collecting bags).
- Your driver will pull curbside, outside Baggage Claim, for Customer to collect their rental equipment.

We are NOT allowed to install car seats, we will email you the manual prior to your arrival

Curbside Pick-up @ Departure

- Your driver will text when arriving at the airport & will wait in the cell phone waiting area until Customer has texted they are ready for the gear to be picked up at the Passenger Drop-Off area.
- Customer is to text when approaching the Passenger Drop-Off area.
- Customer is to text when the rental gear is out & ready for pick-up.
- Your driver will pull up to Customer vehicle (or curbside) to collect the rental gear.

Communication

Airport Day-Before-Arrival Communication:

We will email guest to confirm flight details & provide the car seat manual information. We will also send the introduction text from our messaging app with details of the airport communication

Airport Day-of-Arrival Communication:

We verify flight is on time & guest didn't miss it. Also, once flight arrives.

Airport Day-Before-Departure Communication:

We will text guest to confirm a planned scheduled meet time at the airport for return of equipment

Airport Day-of-Departure Communication:

We will text guest to confirm the scheduled meet time noted the day prior is still the planned time of arrival to the airport.

Please let us know if you have any further questions.

The process is super easy & super detailed - **communication is key!**

REMINDER: It is the CUSTOMER'S responsibility to notify us of any changes, delays, etc. regarding scheduled delivery & pick up times. * An Additional \$25 fee will apply if customer fails to notify of any delay within 2 hours of scheduled delivery or pickup time - communication is key for us all!