

### **What vehicles are available to book?**

There are 3 15 passenger vans and a 7 passenger available for booking. All vans are the same price, \$75.00 / hour.

### **Do I need to provide my own driver?**

Big Brothers Big Sisters provides a driver for each van when it is booked. All our drivers are employed by Big Brothers Big Sisters, have returned clean Criminal Record Checks and drivers abstracts, and have a valid Class 4 license.

### **When I attend an event you are providing shuttle service for will you drive me home even if I live far away?**

Our shuttle drivers will do their best to get you home; however, there are some limits to how far our shuttles will travel. Check with our driver that they are able to take you to your home if it is located outside of city limits.

### **Can we drink alcoholic beverages in the vans?**

No. It is illegal to have open alcohol in a vehicle so we ask that, if you have been drinking prior to using our services you ensure you do not have any alcohol on your person.

### **I have booked the shuttle for 3 hours, but my event is going to run longer; how does that work?**

When booking our shuttle you will have to make a \$75.00 non-refundable deposit that will be put towards your bill. The remaining balance is due 7 days prior to your booking date. If our driver provides services past the 3 hours (or time you stated on your application) then our driver will notify our office and you will be invoiced for the additional service.

### **Could you split the 3-hour minimum?**

Yes, but if you choose to split the 3 hour service than our driver(s) will not stay onsite. If you required our driver(s) to stay on site then please contact our office to discuss the rates that would apply to your booking.