

From: CharterUP Support <support@charterup.com>
Sent: Tuesday, February 11, 2025 11:11 AM
To: dalefellows@sbcglobal.net
Subject: RE: Notification of Fees being billed - Reservation ID: 1086852 on 01/20/2025

Hi Dale,

Thank you for your patience as we reviewed the information you and your colleagues provided during the service. We have spoken with the bus provider, and below is a summary of the main concerns raised during this review, along with the updates we received after speaking to the bus provider. Additionally, we have included a summary of the live tracking for this trip for your reference.

Summary of Issues:

1. **Failure to Inspect the Bus:** The bus provider confirmed that safety is their top priority. The drivers perform a 90-point pre-trip and post-trip inspection before departing the garage, and all systems, including the headlights and wipers, were confirmed to be functioning correctly upon departure.
2. **Right Headlight Not Operational:** The headlight was functioning when the bus arrived at the pick-up location. However, after the first stop, it was discovered that the headlight had gone out. The driver proceeded with high beams to ensure proper road visibility for the remainder of the trip.
3. **Fueling with Passengers Onboard:** We appreciate you reporting this issue, and we have made a note of it in the bus provider's account. However, as per Section 6 (Limitation of Liability) of the CharterUP Terms of Service, any inquiries regarding this matter need to be handled directly with the bus provider. For your convenience, we have included their contact information below: <https://www.charterup.com/transportation-terms/>

Company Name: VIP Rides LLC
Company Phone: (330) 869-2847
4. **Windshield Wipers Ineffective:** The windshield wipers were working properly, but due to the extremely cold weather (-5°F) and snow, ice built up on the blades, reducing the clarity of the windshield. The drivers cleaned the blades multiple times and washed the windshield at every stop to maintain visibility.
5. **Cracked Windshield:** The crack in the windshield was less than 6 inches long and located at the bottom of the windshield. According to DOT regulations, a crack that does not obstruct the driver's line of sight is not considered a violation, which was the case here.
6. **Driver Navigation Issues:** While we understand your concerns regarding the route taken, the driver's choice of route is at their discretion, as outlined in Section 5(d) of the Terms and Conditions agreed to at the time of booking. <https://www.charterup.com/transportation-terms/>
7. **Unsafe Driving Behavior:** The bus provider confirmed that their drivers take safety seriously. When passing a snowplow on a 4-lane highway, the driver maintained a safe distance, and the snowplow was in the far right lane. Additionally, when departing a gas station, the driver asked for assistance from another driver to ensure there was no risk of clipping another vehicle while backing out.
8. **Heater Not Functioning Properly:** While the bus provider confirmed that the heater was functioning properly, the extreme cold (-20°F with wind chill) did limit the heating effectiveness. They dispatched a service crew to Washington, D.C., to improve the heating by blocking off the radiator and increasing the temperature, incurring an additional cost of \$600, which they fully covered.
9. **Toll Fees:** The bus provider confirmed that tolls were incurred on the night of the 19th and the 20th due to the trip's timing. The toll fee of \$13, which was added to your account on 1/27, is valid per Section 4(b) of the Terms and Conditions. <https://www.charterup.com/transportation-terms/>

Live Tracking Summary:

- The driver arrived early at the initial pick-up location, Lake County Republican Party, at 11:37 pm for the scheduled 12:00 am pick-up.
- The passengers arrived at the destination, Rockville Metro Station East, at 7:09 am for a scheduled 6:15 am arrival.
- The passengers were ready to depart Rockville Metro Station East at around 3:20 pm and arrived at the final drop-off location at Lake County Republican Party at 9:48 pm for the scheduled 9:30 pm drop-off.

After carefully reviewing all aspects of your case, we have approved a refund of **\$800**, which will be processed back to the card on file. As a courtesy, we have also refunded the **\$13** toll fee. **Please allow 7-14 business days for the refund to reflect in your account.**

While we are unable to offer a higher refund, as the services were provided in full accordance with the Terms and Conditions agreed upon at the time of booking, we want to sincerely express our regret for the issues you experienced. Please rest assured that we have documented these incidents with the bus provider to help ensure an improved experience in the future.

As an additional gesture, we would like to offer you a **Future Travel Discount** of **10%** off a future reservation, with a maximum value of **\$500**. This discount is valid for one year, through **2/11/2026**, and can be redeemed by referencing Reservation ID **1086852** when booking your next trip.

Once again, we deeply apologize for the situation, and we truly appreciate your understanding. We look forward to the opportunity to serve your group transportation needs in the future.

Warm regards,

Nicole Wynn

Escalations Supervisor