

# Livermore Wine Trolley

## Terms of Service



1. Payment for ticket is required in full at time of reservation.
2. All sales are final. Tickets are non-refundable.
3. Price does not include driver gratuity.
4. Tour/Shuttle guests must be 21 years and older.
5. Each Tour/Shuttle guest must present a valid driver's license or government-issued ID the day of the Tour/Shuttle.
6. Tours depart promptly at start time. Guests who arrive late are responsible for meeting up with Trolley at their own expense.
7. The use of glass beverage containers during our Tours/Shuttle is prohibited for safety reasons. (The use of outside glassware by guests, during the actual wine tasting, is at the discretion of each winery.)
8. The drinking of alcohol on the Trolley is prohibited.
9. No alcohol purchased at the Wineries may be consumed in the Trolley.
10. Outside alcohol is prohibited.
11. No eating or drinking is allowed on the Trolley.
12. Daily Tour Destinations are tentative and are subject to change based upon the availability of our partnered wineries.
13. Livermore Wine Trolley reserves the right to make any change necessary to the route, the order of the Tour/Shuttle and Trolleys scheduled for the Tour. Note that scheduled pick up and drop off times may vary unavoidably depending upon road conditions or traffic.
14. Livermore Wine Trolley reserves the right to reschedule a Tour based on circumstances deemed necessary by management.
15. All guests must enter and exit the Trolley from the curbside stairs only when told by the driver that it is safe to do so and only when the Trolley is fully stopped. No guest will stand or ride upon the steps of the Trolley when the vehicle is in motion. All guests must keep head, arms and legs safely within the Trolley at all times, including when vehicle is in motion. When vehicle is in motion, all guests are required to remain seated as the vehicle is not equipped with seat belts. Absolutely nothing is to be thrown off of the Trolley while in motion or when stopped.
16. All guests shall defend, indemnify and hold harmless the Livermore Wine Trolley from and against any and all liability, loss, expense (including, without limitation, all costs and attorneys' fees), or claims for injury arising out of or in any way connected with the Tour/Shuttle, including claims for loss or damage to any property, or for death or injury to any person or persons.

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17. Livermore Wine Trolley representative/chauffeur and each individual winery reserves the right to refuse service to any passenger for any type of misconduct or inebriation either in the Trolley, in a public place, or on private property while on a Wine Tour/Wine Shuttle. In the event that a passenger(s) is refused service in the middle of the Tour, a separate vehicle will be sent to return the passenger(s) to their pick-up location at the passenger's expense, which will be automatically charged to the ticket purchaser's credit card on file.
18. It is the responsibility of the guests to clean up after themselves. Guest must not throw garbage of any kind including food, gum, cups, bottles, corks, bottle caps or wrappers on the floor of the trolley.
19. Any unusual spill, soiling or damage to the Trolley caused by the passenger will result in a \$250 clean-up fee being charged directly to the ticket purchaser's credit card on file.
20. The representative/chauffeur from Wine Tour/Wine Shuttle has the permission and right to inspect all packages accordingly.
21. Only those registered as passengers and paid in full in advance via credit card are allowed transportation in the Trolley.
22. No smoking is allowed in the Trolley.
23. Pets are not permitted on the Trolley. The only animals permitted on the Trolley are service animals. For the health and safety of our guests, Livermore Wine Trolley has a No-Pets Policy. The Livermore Wine Trolley complies with the Americans with Disabilities Act (ADA) allowing access for all individuals to public places; therefore, we allow working service dogs to accompany guests. If a passenger will be accompanied by their service animal on the Wine Tour/Shuttle, they are responsible for alerting the Livermore Wine Trolley prior to purchasing tickets.