

## Legal Disclaimer for GrayHinds Transportation Jamaica

### 1. General Information

GrayHinds Transportation Jamaica and its subsidiary Czarkai Tours provides tourism transportation services across Jamaica. By using our services, you agree to the terms and conditions outlined in this disclaimer.

### 2. Booking and Payment Terms

- **Reservations:** All bookings must be made in advance through our official website or by contacting our customer service team.
- **Payment:** Full payment is required at the time of booking unless otherwise agreed. Payments can be made via bank to bank transfer or Cash.
- **Confirmation:** A booking is only confirmed once you receive a confirmation email or receipt from GrayHinds Transportation Jamaica.
- **Currency:** All transactions are processed in Jamaican (JMD) or United States Dollars (USD) unless stated otherwise.

### 3. Cancellation and Refund Policy

- **Cancellation by Customer:**
  - Cancellations made more than 48 hours before the scheduled service will receive a full refund.
  - Cancellations made within 48 hours of the scheduled service are non-refundable.
- **Cancellation by GrayHinds Transportation Jamaica:**
  - If we must cancel a service due to unforeseen circumstances (e.g., weather conditions, mechanical issues), customers will receive a full refund or the option to reschedule at no additional cost.
- **No-Shows:** Failure to show up for your scheduled service without prior notice will result in no refund.

### 4. Insurance and Safety Policy

- **Insurance Coverage:** GrayHinds Transportation Jamaica maintains comprehensive insurance coverage for all vehicles and passengers in accordance with Jamaican law. However, passengers are encouraged to obtain personal travel insurance for additional protection.

- Driver Qualifications: All drivers are licensed professionals who have undergone thorough background checks and training to ensure passenger safety.
- Vehicle Standards: Our vehicles are regularly inspected and maintained to meet safety standards set by the Tourism Product Development Company (TPDCo) and other regulatory bodies.
- Health Protocols: We adhere to all health and safety protocols as outlined by the Jamaican Ministry of Health & Wellness, including sanitization measures and physical distancing guidelines where applicable.

## 5. Liability Limitation

GrayHinds Transportation Jamaica is not liable for:

- Delays caused by traffic, weather conditions, or other unforeseen circumstances beyond our control.
- Loss of personal belongings during transit. Passengers are advised to keep their valuables secure at all times.
- Injuries or damages resulting from passenger negligence or failure to follow driver instructions.

## 6. Force Majeure

GrayHinds Transportation Jamaica shall not be held responsible for cancellations or service interruptions caused by events beyond our reasonable control, including but not limited to natural disasters, pandemics, strikes, or government restrictions.

## 7. Governing Law and Dispute Resolution

This disclaimer is governed by the laws of Jamaica. Any disputes arising from the use of our services will be resolved exclusively in Jamaican courts.

## 8. Acknowledgment

By booking with GrayHinds Transportation Jamaica, you acknowledge that you have read, understood, and agreed to this disclaimer in its entirety.