TERMS OF SERVICE

Effective Date: August 17, 2026
Last Updated: August 17, 2026

Welcome to **Satchmo Taxi**, a transportation service operated by **Reaching Records LLC d/b/a Satchmo Taxi**. These Terms of Service ("Terms") govern your use of the Satchmo Taxi website, transportation services, promotional programs, loyalty programs, community programs, and related services.

By requesting, scheduling, or using a Satchmo Taxi service, you acknowledge that you have read, understood, and agreed to these Terms.

1. About Satchmo Taxi

Satchmo Taxi provides passenger transportation services in and around Colorado Springs and surrounding areas, subject to applicable laws, regulations, service areas, authorizations, permits, tariffs, and operating requirements.

Satchmo Taxi reserves the right to modify, suspend, limit, or discontinue any service when reasonably necessary, including because of weather, road conditions, vehicle availability, safety concerns, regulatory requirements, mechanical issues, or circumstances beyond our control.

Where applicable, Satchmo Taxi's transportation services are subject to requirements of the Colorado Public Utilities Commission and other governmental authorities. Nothing on this website is intended to replace or modify any applicable tariff, authorization, permit, or legal requirement.

2. Eligibility to Use Our Services

You must be legally capable of entering into an agreement to use Satchmo Taxi services.

When booking transportation for another person, you represent that you have permission to provide the passenger's information and arrange transportation on that person's behalf.

Parents, guardians, or other responsible adults are responsible for determining whether a minor may use the service and for complying with applicable child passenger safety requirements.

3. Booking and Transportation Requests

Transportation may be requested through methods made available by Satchmo Taxi, which may include telephone, text message, website forms, or other approved booking methods.

A transportation request does not necessarily guarantee that a ride will be accepted or provided. A booking is considered confirmed only when Satchmo Taxi communicates confirmation through an approved booking or communication channel.

Passengers should provide accurate information, including:

- Passenger name
- Telephone number
- Pickup location
- Destination
- Requested date and time
- Number of passengers
- Relevant accessibility or transportation needs
- Special circumstances that may affect the trip

Incorrect or incomplete information may result in delays, additional charges where legally permitted, or cancellation of the requested service.

4. Fares and Payment

Transportation fares are determined in accordance with Satchmo Taxi's applicable rates, pricing, tariff, or other legally applicable requirements.

Unless otherwise stated, passengers are responsible for the applicable fare and any authorized additional charges associated with the requested service.

Satchmo Taxi may accept payment methods designated by the company. Payment methods and availability may change without notice.

If a fare estimate is provided before a trip, the final amount may differ when circumstances affecting the trip change, including changes in the requested destination, route, waiting time, passenger requirements, tolls, or other authorized charges.

Where applicable, Satchmo Taxi will comply with legally required fare disclosures and limitations.

5. No Surge Pricing

Satchmo Taxi's standard service is marketed as **No Surge Pricing**.

This means Satchmo Taxi does not use the type of demand-based surge pricing commonly associated with certain rideshare platforms.

However, no-surge pricing does not mean that every trip will have the same price. Fares may vary based on the applicable rate, trip distance, service requested, authorized fees, waiting time, special services, or other applicable pricing requirements.

6. Rideshare Price Comparison Discount

Satchmo Taxi may offer a promotional discount based upon a customer's comparison of the Satchmo Taxi fare with a standard Uber or Lyft fare.

When this promotion is offered, eligibility may require the passenger to provide a current screenshot or other acceptable evidence of the applicable rideshare price.

The discount:

- Must be requested before or during the applicable booking process;
- May be subject to verification;
- May not be combined with other promotions unless expressly permitted;
- Applies only to eligible transportation services;
- May be modified or discontinued at any time; and
- Is subject to any applicable legal or regulatory requirements.

Satchmo Taxi does not represent or guarantee the accuracy of prices displayed by Uber, Lyft, or any other third-party transportation provider.

7. Cancellations and No-Shows

Passengers should provide as much notice as reasonably possible when canceling or changing a scheduled ride.

Satchmo Taxi may establish reasonable cancellation or no-show policies depending on the type of service booked.

A passenger may be considered a no-show when the driver arrives at the designated pickup location and the passenger does not appear within the applicable waiting period, subject to any applicable rules or policies.

Any cancellation or no-show fee will only be charged when permitted by applicable law, tariff, rate schedule, or other governing requirements.

8. Passenger Responsibilities

Passengers agree to:

1. Provide accurate booking information.
2. Be ready at the designated pickup location.
3. Treat the driver and vehicle with respect.
4. Follow reasonable safety instructions.
5. Wear seat belts when provided and required.
6. Comply with applicable laws.
7. Avoid damaging or intentionally misusing the vehicle.
8. Avoid behavior that creates an unreasonable safety risk.

Satchmo Taxi may refuse or discontinue transportation when a passenger's conduct creates a legitimate safety concern or otherwise violates applicable law or these Terms.

9. Prohibited Conduct

Passengers may not use Satchmo Taxi services to:

- Transport illegal substances or contraband;
- Engage in threatening, violent, abusive, or harassing behavior;
- Damage the vehicle;
- Intentionally interfere with the driver's ability to operate the vehicle safely;
- Engage in unlawful activity;
- Bring hazardous materials into the vehicle when prohibited by law; or
- Engage in conduct that creates an unreasonable risk to the driver, passenger, or public.

Nothing in these Terms limits a passenger's rights under applicable law.

10. Service Animals and Accessibility

Satchmo Taxi welcomes passengers with disabilities and will comply with applicable federal, state, and local accessibility and service-animal requirements.

Passengers who require accessibility accommodations are encouraged to communicate their needs when requesting transportation so that Satchmo Taxi can determine what accommodations can reasonably be provided.

Service animals will be accommodated as required by applicable law.

11. Personal Property and Lost Items

Passengers are responsible for their personal belongings.

If you leave an item in a Satchmo Taxi vehicle, contact Satchmo Taxi as soon as reasonably possible.

Satchmo Taxi will make reasonable efforts to assist in locating and returning identifiable lost property, but does not guarantee recovery of lost or stolen items.

Satchmo Taxi is not responsible for personal property left unattended or lost by a passenger except to the extent required by applicable law.

12. Children and Child Safety

Parents and guardians are responsible for determining and providing any child safety equipment required for their circumstances, unless otherwise required by law or specifically arranged with Satchmo Taxi.

Passengers must comply with applicable Colorado child passenger safety laws.

Satchmo Taxi reserves the right to decline transportation when necessary to comply with applicable safety requirements.

13. Pets and Animals

Pets may be transported when permitted by Satchmo Taxi and applicable law.

Passengers should notify Satchmo Taxi before requesting transportation with a non-service animal.

Service animals will be handled in accordance with applicable law.

14. S.O.N.G. Community Transportation Program

Satchmo Taxi may operate its **S.O.N.G. — Supporting Our Neighbors with Generosity** program to provide eligible individuals with transportation assistance.

S.O.N.G. rides may be funded through customer donations, company contributions, promotional credits, or other community support.

Unless otherwise stated:

- S.O.N.G. assistance is limited and subject to available funds;
- Eligibility may be determined according to current program guidelines;
- Assistance may be limited to one ride or one approved transportation need;
- S.O.N.G. credits have no cash value unless expressly stated otherwise; and
- Satchmo Taxi may modify, suspend, or discontinue the program.

S.O.N.G. assistance is not guaranteed and is intended to provide temporary transportation support to individuals experiencing qualifying circumstances.

15. Loyalty and Rewards Program

Satchmo Taxi may offer customer loyalty rewards, including musical-note-themed ride credits or discounts.

Promotional rewards may include:

- **Eighth Note:** 12.5% discount
- **Quarter Note:** 25% discount
- **Half Note:** 50% discount
- **Whole Note / Encore:** eligible customers may receive a complimentary ride or other reward as specified by the current program

Reward levels, eligibility requirements, expiration dates, redemption rules, and other program terms may be changed at any time.

Rewards:

- Have no cash value unless expressly stated;
- Are not transferable unless authorized by Satchmo Taxi;
- May not be combined with other offers unless permitted;
- May be subject to trip, geographic, or service restrictions; and
- May be revoked in cases of fraud, abuse, or misuse.

Where offered, an eligible Encore reward may alternatively be converted into a charitable contribution to the S.O.N.G. program in accordance with the current program rules.

16. Promotional Offers

From time to time, Satchmo Taxi may provide promotional codes, discounts, coupons, referral rewards, military discounts, or other special offers.

Each promotion may have additional terms.

Unless otherwise stated, promotional offers:

- Cannot be exchanged for cash;
- Cannot be combined with other offers;
- May have expiration dates;
- May be limited to one customer or transaction;
- May be subject to verification; and
- May be modified or discontinued at any time.

17. Entertainment Ride Services

Satchmo Taxi may offer specialty transportation experiences, including the **Satchmo Taxi Entertainment Ride**, musical experiences, storytelling, historical entertainment, or other specialty services.

These services may be subject to separate pricing, scheduling, availability, passenger limitations, destination restrictions, and other terms communicated at the time of booking.

Entertainment content is provided for educational and entertainment purposes and should not be interpreted as an official endorsement or affiliation with Louis Armstrong, his estate, or any related organization unless expressly stated.

18. Third-Party Services and Websites

Satchmo Taxi may reference or provide links to third-party websites, applications, payment services, mapping services, social media platforms, or other services.

Satchmo Taxi does not control third-party websites or services and is not responsible for their availability, content, policies, security, pricing, or practices.

Your use of third-party services is governed by the applicable third party's terms and privacy policies.

19. Website Use

The SatchmoTaxi.com website may provide information about transportation services, fares, promotions, community programs, entertainment services, and other offerings.

We attempt to keep website information accurate and current, but we do not guarantee that every piece of information will always be complete, current, or error-free.

Satchmo Taxi may update website content at any time.

You agree not to:

- Attempt to gain unauthorized access to the website;
- Introduce malicious code;
- Interfere with website operation;
- Scrape or reproduce website content for unauthorized commercial purposes;
- Impersonate Satchmo Taxi or its representatives; or
- Use the website for unlawful purposes.

20. Intellectual Property

Unless otherwise indicated, content appearing on SatchmoTaxi.com, including logos, branding, text, graphics, photographs, videos, promotional materials, and original marketing content, belongs to Satchmo Taxi, Reaching Records LLC, or the applicable content owner.

You may not reproduce, distribute, modify, sell, or commercially exploit copyrighted or proprietary content without permission.

21. Privacy

Your use of Satchmo Taxi services and the website may involve the collection and use of personal information, including contact information, booking information, payment information, and transportation details.

Please review the Satchmo Taxi **Privacy Policy** for information about how personal information is collected, used, stored, and disclosed.

22. Communications

By contacting Satchmo Taxi or requesting transportation, you may receive communications necessary to provide the requested service, including calls, text messages, booking confirmations, arrival notifications, cancellations, and customer-service communications.

Where required by law, promotional communications will be handled according to applicable consent and opt-out requirements.

You may opt out of promotional text messages by following the instructions provided in the applicable message.

Opting out of promotional communications does not necessarily stop essential service-related communications.

23. Safety and Force Majeure

Satchmo Taxi may delay, cancel, modify, or decline transportation because of circumstances outside its reasonable control, including:

- Severe weather;
- Road closures;
- Traffic conditions;
- Natural disasters;
- Vehicle breakdowns;
- Accidents;
- Emergency situations;
- Government orders;
- Public safety concerns;
- Labor disruptions; or
- Other circumstances that make transportation unsafe or impracticable.

Passenger and public safety take priority over maintaining a scheduled pickup time.

24. Disclaimer of Warranties

To the maximum extent permitted by applicable law, Satchmo Taxi provides website information and services on an "as available" basis.

Satchmo Taxi does not guarantee that:

- The website will always be available;
- Every requested trip will be available;
- A driver will always arrive at a particular time;
- Estimated travel times will be exact;
- Traffic or weather conditions will not cause delays; or
- Website information will always be free from errors.

Nothing in these Terms excludes any warranty or legal protection that cannot lawfully be excluded.

25. Limitation of Liability

To the maximum extent permitted by applicable law, Satchmo Taxi and Reaching Records LLC will not be responsible for indirect, incidental, special, consequential, or punitive damages arising from your use of the website or services, except where such limitation is prohibited by law.

Nothing in these Terms is intended to waive, limit, or eliminate liability that cannot legally be waived or limited.

26. Indemnification

To the extent permitted by law, you agree to be responsible for claims, damages, losses, liabilities, and reasonable expenses arising from your unlawful conduct, intentional misconduct, violation of these Terms, or misuse of Satchmo Taxi services.

This provision does not require you to indemnify Satchmo Taxi for conduct where such indemnification would be prohibited by law.

27. Disputes and Applicable Law

These Terms are governed by applicable laws of the State of Colorado and applicable federal law, without regard to conflict-of-law principles.

Nothing in these Terms prevents a consumer from exercising rights provided by applicable federal, state, or local law.

Where applicable, disputes may also be subject to requirements, procedures, or jurisdiction of the Colorado Public Utilities Commission or another governmental authority.

28. Changes to These Terms

Satchmo Taxi may update these Terms from time to time.

When changes are made, the "Last Updated" date at the top of this page will be revised.

Your continued use of Satchmo Taxi services after updated Terms become effective constitutes acceptance of the revised Terms to the extent permitted by law.

29. Severability

If any provision of these Terms is determined to be unlawful, invalid, or unenforceable, that provision will be limited or removed to the minimum extent necessary, and the remaining provisions will remain in effect.

30. No Waiver

A failure by Satchmo Taxi to enforce any provision of these Terms does not constitute a waiver of its right to enforce that provision later.

31. Entire Agreement

These Terms, together with any applicable fare schedules, booking terms, promotional terms, privacy policy, and other policies referenced on the website, constitute the applicable agreement concerning your use of Satchmo Taxi's website and services, except where a separate written agreement or legally controlling tariff or regulation applies.

32. Contact Satchmo Taxi

For questions about these Terms, transportation services, cancellations, lost property, or customer support, contact:

Satchmo Taxi
Reaching Records LLC d/b/a Satchmo Taxi
Colorado Springs, Colorado
Website: **SatchmoTaxi.com**

For transportation assistance, please use the current contact information displayed on the Satchmo Taxi website.

Important Notice: These Terms of Service are intended as a website-ready business template and should be reviewed by a Colorado attorney or qualified transportation-law professional before publication, particularly to ensure that the fare, cancellation, liability, passenger, accessibility, and service provisions match Satchmo Taxi's current Colorado Public Utilities Commission authority and applicable tariff.