

Hallsley Hopper Frequently Asked Questions

What is the Hallsley Hopper?

The Hallsley Hopper is a new amenity offered to residents of the Hallsley community, consisting of a Mercedes-Benz luxury van and driver, sponsored by East West Communities, and operated by James Limousine Service.

How is the Hallsley Hopper equipped?

Leather captain chair seating, rear luggage storage area, multimedia audio/visual system, USB/110 volt power ports at each seat, privacy shades, multi-color interior lighting, and built-in ice chest.

How many passengers does it hold?

Thirteen (13) in the rear seating area, one (1) in the front with the driver, for a total of fourteen (14) passengers.

Who can use it?

Any Hallsley resident.

How often can I use it?

The Hallsley Hopper is a single vehicle shared among the 400+ homes in Hallsley. To give everyone a chance to utilize the service, each household can schedule in advance (24 hours or more prior to pick up) the vehicle one (1) time per month. Requests made less than 24 hours in advance are restricted only by availability of the vehicle and driver.

What are the booking guidelines/restrictions?

Residents must follow these guidelines and restrictions when requesting the service:

- One advance reservation per HOUSEHOLD per month

- Only Hallsley residents with valid association accounts are allowed to make reservations

- Hallsley resident must be present during the trip

- Service is limited to a 75 mile radius from Hallsley.

- Advanced reservations have a 2-hour minimum and 9-hour maximum trip time.

How can I tell when it is available?

Scheduled reservations are posted on a calendar available on the Hallsley website.

What alternatives do I have if it is already booked when I need it?

You can request an alternate date and/or time, or call James Limousine Service at (804) 273-1540 to receive a 10% discount for all Hallsley residents on any vehicle in their fleet.

How do I make a reservation?

Reservations can be made by Hallsley residents utilizing online website, mobile app, phone, or email. The online booking website can be reached at <https://member.loginla.com/company/HallsleyLimo>. The

Hallsley Hopper mobile app will be available soon on both the Google Play Store and Apple App Store. Reservation agents are available 24 hours a day at (804) 424-2180. Email requests may be sent to hopper@hallsley.com.

What is my login and password for the website reservation portal?

Your swimming pool pin id number is your login. Your temporary password is also your pin id number. The first time you login, you will be required to enter a new password. Please keep a record of your password. If you do not have a pool pin id, please contact the Hallsley Director of Fun, Jane Anderson, at janea@eastwestc.com.

What do I need to do the first time I access the website reservation portal?

An account and profile has been created for all Hallsley residents using your swimming pool access pin as the login. Your temporary password is also the pool access pin, and must be changed the first time you login. After logging in and resetting your password when prompted, you need to click on PROFILE INFO, and add your email address for confirmations/receipts, and credit card information for payments.

How much does the service cost?

Thirty dollars (\$30.00) per hour, plus tolls and parking as incurred. Charges include driving time from Hallsley clubhouse to pick up location, and return to clubhouse from final drop location (if either location is not within the Hallsley community).

How do I pay for using the service?

All charges are paid using the booking resident's credit card. Credit card information must be added to your profile through the web booking portal or the Hallsley Hopper mobile app. Chauffeurs cannot process credit cards during the trip or provide change.

Should I tip the chauffeur?

Chauffeurs receive an hourly wage for driving the Hallsley Hopper. Tipping is customary and gratuity of ten dollars (\$10.00) per hour is suggested. Tips may be given to the chauffeur directly in cash, or added to your credit card.

What if I need to cancel a reservation?

Cancellations must be made 48 hours in advance or full charges will apply.

Can a non-resident use the service?

Only when the reservation is made by a Hallsley resident, and the resident is riding in the van also.

Can I play my own music or videos or games while riding in the van?

Yes, the van is equipped with flat panel 32" TV screen, DVD/CD player, satellite radio, Bluetooth audio connectivity to phone or tablet, and USB/HDMI input cables for videos or music from your laptop, tablet, Iphone, Ipad, or video gaming system.

How can I access and use the Hallsley Hopper mobile app after it is released?

We expect the mobile app to be released in early April for both android and apple phones. Search for "Hallsley" in the google play store or apple app store, download the app, and install it. Your login and password are the same as you use for the website booking portal. The mobile app can be used to submit advanced reservation requests, and during certain times to request an "on demand" immediate

pick up. On demand service is only available during certain days and hours per the Hallsley website. When you make an on demand request, the chauffeur will immediately receive the request and reply with acceptance of the trip (if they are available) or decline the request (if they are already on or about to start a trip already booked). If accepted, the mobile app will show you the chauffeur's name, phone number, and expected arrival time to the pickup location. An interactive map will display the vehicle location in real time as it approaches you.

Are there any age restrictions for passengers

Any passenger under the age of thirteen (13) must be accompanied by an adult over eighteen (18) years old.

Are child seats available in the Hallsley Hopper van?

Child seats are not provided, but may be brought on board and installed by passengers.