

# Rider Policy

## What's Included

Every Transport U trip includes:

- Professional **door-to-door assistance**.
- **Wheelchair security and safety checks** on every ride.
- **Clean, well-maintained vehicles** and courteous, trained drivers.
- **One (1) hour of waiting** is included for round-trip medical visits.

## Disclaimers

- Rates are **subject to change** based on mileage, traffic, accessibility needs, and service requests.
- Final pricing is **confirmed at the time of booking**.
- Transport U reserves the right to adjust rates for **extended delays or special service requirements**.

## Stretcher Policy

- All **stretcher transports** require a **driver helper/attendant** for safe loading, unloading, and passenger care.

## Caregiver Policy

- Primary caregiver rides free; **additional caregiver or passenger**: + \$50 fee.

## Cancellation & No-Show Policy

- **Cancellations > 24 hours before appointment**: No charge.
- **Cancellations < 24 hours before appointment**: Charged 100% of trip cost.
- **No-Show**: Charged 100% of trip cost.
- Repeated no-shows may result in suspended service.

## Driver Wait Time (Medical Visits)

- If requested, the driver will wait up to **one (1) hour**, included in the round-trip rate.
- After one hour, **\$50 per hour** applies.

## Return Pick-Up Time (Round Trips)

- If the rider does not know the return time, they may call **dispatch** when ready.
- Return pick-ups are **based on driver availability** and may cause delays.

## Late Fee & Grace Period

- A **15-minute grace period** is allowed for return pick-ups.
- After 15 minutes, a **\$15 late fee** is charged for each additional 15 minutes of waiting.

## Tolls, Parking, and Fuel Surcharges

- **Tolls and parking** are charged at actual cost.
- **Fuel surcharge** may apply for trips exceeding 30 miles or during fuel price increases.
- All charges are **clearly itemized** on receipts and invoices.

### **Additional Stops or Added Trip Legs**

- Riders may request to add a **stop** ("leg") to their scheduled trip (e.g., pharmacy, store, or second appointment).
- All added stops must be **approved by dispatch** before travel to ensure route availability and accurate pricing.
- **Unscheduled stops** made during transport will incur an **additional charge** plus any extra mileage or wait time.
- If the added leg changes the overall trip distance or duration significantly, **a new fare may apply**.
- Drivers are **not permitted to alter the route** or make additional stops without dispatch authorization.

### **Parking Responsibility**

- Riders (or the responsible party/facility) are **responsible for all parking fees** incurred during pick-up, drop-off, or wait times.
- Parking charges will be **added to the final invoice or trip total** when applicable.
- Transport U drivers will always seek the **safest and most accessible parking** available, but fees at hospitals, medical centers, or urban facilities may apply.
- Failure to cover required parking costs may result in **delayed service or denial of future trip requests** until payment is received.

### **Long-Distance Trip Policy**

- **Definition:**  
Long-distance trips are defined as any trip **exceeding 30 miles one way** from the point of pickup.
- **Scheduling:**
  - Long-distance trips must be **scheduled at least 48 hours in advance**.
  - Transport U will confirm **availability, estimated duration, and total cost** at the time of booking.
  - A **deposit** may be required to reserve long-distance transport.
- **Rates & Charges:**
  - Base rates apply for the first 10 miles; **\$2.00 per mile** applies beyond that distance.
  - **Tolls, parking, and fuel surcharges** are charged at **actual cost plus 10%**.
  - An **extra attendant** may be required depending on the passenger's needs or trip length (**\$50/hour**).
- **Wait Time & Return Trips:**
  - Wait time during long-distance trips is billed at **\$50 per hour** after the first included hour (for medical visits).
  - Return trips are based on **driver availability** and should be scheduled in advance when possible.
- **Comfort & Safety:**
  - Drivers will perform safety checks before departure and at designated rest stops.
  - Passengers are encouraged to communicate any comfort or health needs during the trip.
- **Payment & Confirmation:**
  - Full payment or deposit must be made **before departure** unless a facility billing agreement is in place.
  - All long-distance charges will be **clearly itemized** on the final invoice.