

Customer Responsibilities (updated 4-18)

- Rides should be requested by 4pm the day before service is scheduled. Same day ride requests will only be honored if a driver and a vehicle are available --- which may not always be the case.
- Sometimes drivers may arrive as much as 10 minutes early. You will be allowed to start your trip early if you are ready. Drivers are required to wait only 5 minutes past your pick-up time.
- If, for some reason, you need to cancel your ride PLEASE do so as early as possible. This may free up a van and driver for another passenger.
- A “no-show” for a scheduled ride without notice will result in suspension of service for that day. Multiple “no-shows” result in longer suspension.
- Only cash (or special vouchers) can be accepted. Seat belt use is mandatory. All WI motor vehicle regulations apply.
- If arranging rides for more than one person you must notify the dispatcher. Rides for children under age 18 must be called in by an adult. Children under the age of 8 require an adult companion.
- Multiple destination trips must be negotiated in advance and will require additional fares. Trips through a drive-up window are not possible.
- No more than two shopping bags are allowed per customer.
- Disorderly behavior, threats, or abusive language toward drivers or other customers will result in a suspension of services .
- Service cannot be provided in areas where accumulated snow has not been cleared (driveways, private roads, parking lots, etc.).