

# Customer Responsibilities

(Subject to periodic update and revision)

- We are sorry but no eating, drinking or smoking is allowed in the vehicle.
- A “no-show” for a scheduled ride without notice will result in suspension of service for that day. Multiple “no-shows” result in longer suspensions.
- A “no-show” is defined as a customer not being ready to depart more than 5 minutes after the scheduled pick-up time, scheduling a ride but not having the fare, or not cancelling a ride with at least a 2 hour notice.
- Only cash can be accepted. Drivers will attempt to make change but please try to have correct fare. Bills larger than \$20 cannot 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.
- A maximum of two shopping bags (or similar sized parcels) is allowed per customer (this is to allow adequate space for others).
- 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.).