

## RIDER'S RIGHTS & OBLIGATIONS

We are a small, grassroots, non-profit organization committed to providing affordable transportation. Our screened, reliable, volunteer drivers use their own vehicles to connect members of our community with the services and supports they require. We and/or our drivers, have the right to refuse or cancel a ride before or during a ride.

### RIDER'S RIGHTS

- Right to be treated respectfully
- Right to safe ride ( no speeding, dangerous driving)
- Right to a safe, clean environment in the car (no smoking, no sexual harassment, racism, homophobia, etc.)
- Right to be accompanied by guardian or care giver (must be pre-registered with the dispatcher)
- Right to a confirmation call before the ride
- Right to receive a quote for the necessary fees upon booking the ride (exceptions may occur if the wait time of the driver exceeds 2 hours or if parking fees are incurred)

### RIDER'S OBLIGATIONS

- Treat the driver respectfully
- No food or drink in the vehicle (exception will be made for dialysis riders who require ice chips)
- No smoking
- Must wear seatbelts at all times (those who are exempt due to medical conditions, must present the appropriate documentation prior to the start of the ride)
- If bringing a child, it is the rider's responsibility to provide and install a car seat that is appropriate for the child's age and weight
- The rider is responsible to ensure that all children, under the age of 16 years, are wearing seatbelts at all times
- No offensive language (sexism, racism, vulgarity, homophobia etc.)
- No animals and pets, with the exception of animals providing assistance to persons with disabilities (or being trained to provide assistance to persons with disabilities)
- Call to book the ride at least 24 hours in advance
- Additional riders, guardians, care givers **MUST** be registered with the dispatchers when the ride is booked
- All stops must be pre-approved with the dispatchers when booking the ride
- Payments must be ready and in cash. Exact change is also appreciated as the drivers do not have change readily available
- Large items that accompany a rider must be noted in advance to the dispatchers (to ensure the item will fit into the driver's vehicle)
- Riders are responsible for any parking fees incurred unless previously approved by the dispatchers

**Respect for ourselves guides our morals; Respect for others guides our manners.**

**Laurence Sterne**

*Thank you for working with Transit Georgina!*

*Comments or Concerns - please call our dispatchers at 905-722-4616*