



Special Trip Policy

Effective Date: 10/2/2023

Policy Statement: This Special Trip Policy for Transportation outlines the procedures and guidelines for individuals or organizations requesting and utilizing special trip transportation services provided by Shawnee Mass Transit District.

1. Request for Special Trip Transportation:

- 1.1. Requests for a Special Trip transportation must be submitted to the Trip Coordinator for all Special Trip Contracts.
- 1.2. The request must include the following information:
 - Name and contact information of the recipient
 - Date and time of the trip
 - Pick-up and drop-off locations
 - Any specific requirements or special accommodation needed.
- 1.3. Shawnee Mass Transit District reserves the right to accept or decline any special trip transportation request based on availability, operational feasibility, and adherence to company policies.

2. Confirmation and Booking:

- 2.1. Upon receiving a special trip transportation request, the Trip Coordinator will confirm availability and provide a cost estimate to the Recipient.
- 2.2. Once the recipient approves the estimate and agrees to the terms and conditions, a formal booking will be made.

3. Payment and Billing:

- 3.1. Payment for special trip transportation must be made a minimum of 48 hours in advance, as agreed upon during the booking process. (Non-refundable unless cancelled 24 hours prior to trip pick-up time).
- 3.2. Any additional charges incurred during the trip, such as extra stops or extended waiting times, will be billed separately (agreed upon during the booking process) and are due immediately after the trip's completion.

4. Trip Procedures:

- 4.1. On the day of the special trip, the recipient or an authorized representative must be present at the designated pick-up location at least 15 minutes before the scheduled departure time.
- 4.2. Shawnee Mass Transit District will not wait beyond the scheduled departure time. If the recipient or their representative is not present, the trip may be canceled, and no refund will be provided.

- 4.3. Any changes to the pick-up or drop-off locations, as well as any delays or extensions to the trip, must be communicated to Shawnee Mass Transit District in advance. Additional charges may apply for such changes.

5. Cancellations and Refunds:

- 5.1. Cancellations made 2 or more days before the scheduled trip date are eligible for a full refund.
- 5.2. Cancellations made within 24 hours of the scheduled trip date will not be eligible for a refund, depending on the circumstances.

6. Code of Conduct:

- 6.1. All passengers utilizing special trip transportation services are expected to always adhere to Shawnee Mass Transit's Districts Passenger Rules and safety guidelines during the trip.
- 6.2. Shawnee Mass Transit District reserves the right to terminate the trip and remove any passenger who engages in disruptive or inappropriate behavior without a refund.

7. Liability and Insurance:

- 7.1. Shawnee Mass Transit District agrees to maintain all required transit insurance coverage and to provide the client with evidence of such coverage if requested. Passengers are encouraged to maintain their personal insurance coverage as well.
- 7.2. Shawnee Mass Transit District is not liable for any personal injury, loss, or damage to personal property incurred during the trip.

8. Changes to Policy:

- 8.1. Shawnee Mass Transit District reserves the right to modify or update this policy for Special Trip Transportation at any time, with notice provided to the recipient or authorized representatives.
- 8.2. Shawnee Mass Transit District reserves the right to determine the size, driver assignment, routing and scheduled stops for the vehicle(s) used.

Upon requesting and using special trip transportation services provided by the Shawnee Mass Transit District, the recipient explicitly acknowledges and consents to adhere to the terms and conditions detailed in this policy. Additionally, the recipient recognizes that the Shawnee Mass Transit District functions as a public transportation provider, making all transportation services accessible to the general public for utilization.