



## **Policy**

Sportran on Demand is a shared ride service, and we ask all riders to obey our Four Simple Rules.

- Be ready and waiting (Get to your On Demand Stop before the vehicle arrives).
- Limit phone calls and distractions during shared rides.
- Help us keep our vehicles clean by not eating or drinking.
- Be Considerate of other riders and drivers.

### **Can my child ride on the vehicle?**

Children are welcome in the vehicles. We strongly encourage all parents/ guardians to bring a car seat or booster seat where appropriate. Please note that all children, regardless of age, must be marked as an additional passenger when booking your ride. This requirement is due to vehicle capacity restrictions based on the number of passengers.

- Please note each rider must be at least 13 years old to ride alone in a Sportran on Demand vehicle.

### **Can I ride with my service animal?**

Service animals are welcome to ride on all our vehicles!

- You are responsible for the supervision and actions of your animal while on board.
- The animal must be in a harness, a leash, or be secured in some way; or the individual must maintain effective control by voice, signals or some other effective means.
- The animal must not be disruptive and/or pose a direct threat to the health and safety of others.
- With few exceptions, the animal is expected to remain on the floor.
- The animal must be housebroken

### **Can I smoke or use an electronic cigarette on the vehicle?**

Smoking of any kind is prohibited in the vehicle. This included e-cigarettes, vaporizers, or smokeless cigarettes.



### **Can I eat or drink in the vehicle?**

No, we know that you are on the go, but please help us keep our vehicles clean and fresh. Please avoid bringing food and drink in our vehicles.

### **Anti-Discrimination Policy**

Sportran does not tolerate discrimination of any kind against passengers or drivers on the based on race, national origin, religion, and gender, physical, mental disability, age, gender identity, or sexual orientation. Additionally, Sportran does not tolerate discrimination of any kind against service animals. Riders or drivers who violate Sportran anti-discrimination policies may lose access to the on demand service. If you believe that you have been subject to discrimination by personnel, please provide feedback at [www.sportran.org](http://www.sportran.org) under the **Report my Concern** tab.

### **Zero Tolerance Policy**

Sportran has a strict Zero Tolerance policy. We do not tolerate the use of any drugs or alcohol by drivers on the Sportran on Demand platform, nor do we tolerate inappropriate behavior by drivers towards passengers. If you believe that your driver is behaving in a manner that you consider inappropriate or makes you feel uncomfortable or unsafe, or if your driver engages in conduct that could be considered unlawful or illegal, please ask the driver to terminate the trip immediately. If you feel imminent danger, please contact the police directly by calling 911. After the ride has been concluded, please provide feedback at [www.sportran.org](http://www.sportran.org) under the **Report my Concern** tab.

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### **I was charged a cleaning fee- what is this?**

Our drivers work hard to maintain their vehicles and take pride in their cleanliness. A cleaning fee for damage to the interior or exterior of the vehicle incurred as a result of events such as bodily fluids, vomiting or pet accidents may be assessed and charged when applicable. In most cases, this fee will be \$100- \$200, but the exact amount will depend on the extent of the damage. Sportran will always notify riders when such a charge is necessary.