

PUBLIC TRANSIT RULES

WHEN TO RESERVE

Regular and group transit: 5 working days prior to the trip.
Transport occasionnel: no later than noon, the working day prior to the trip.

WHITE TRIP

A transport is regarded as a « white trip » when the transporter has to make a needless trip to pick up the user. If the user neglects to cancel his trip, the user must compensate for these costs by paying for his transport at the rate in effect, even though he did not use the service. After three white trips, the transportation will be suspended.

PUNCTUALITY

The user must be ready 10 minutes before the scheduled boarding time. However, drivers are not obliged to wait for a user for more than 10 minutes after the scheduled boarding time. If the transporter has to leave without the user, this transportation will be regarded as a white trip.

CHANGING A ROUTE

Under no circumstances may the user change a driver's route.

WHEN TO CANCEL

If the user cancels a trip, he must notify the office a minimum of one hour before the scheduled departure. If the office is closed during noon hour, in the evening or on weekends, the user must call the transit service and leave the cancellation message, and then call the transporter directly or, if required, the emergency number. If the user is not there for the departure, the return trip is automatically cancelled. If the user wishes to keep the return trip, he must advise the transit service. If the user neglects to cancel his reservation, his transportation is regarded as a white trip.

DELAY

A delay is deemed to be an unusual occurrence when it exceeds 10 minutes. The user may then call the transit service, Un retard est considéré comme inhabituel quand il excède 10 minutes. The user may then call the transit service, which would then be able to provide them with the reasons for the delay or, if the office is closed, to the emergency number or directly to the transporter.

TOBACCO AND FOOD

It is strictly prohibited to smoke, drink or eat in any transit service vehicle.

SAFETY BELT

Wearing a safety belt is mandatory for all travel.

LUGGAGE/PARCELS

Luggage and parcels are permitted on board provided the handling of such does not require the involvement of the driver, and provided they do not block the passageways or take the place of a user.

ANIMALS

Pets must travel in a closed cage provided by the user. The cage has to remain on the user's knees. The user must advise the transit service when making the reservation that he will be bringing an animal on board. This restriction does not apply to guide or assistance dogs.

PROPER CONDUCT

The user's conduct aboard the vehicle must be respectful and civil toward the driver and the other passengers and unduly harm or interfere with the functioning of the service.