



## TAXI VOUCHER PROGRAM TERMS & CONDITIONS

Below are the terms and conditions for participation in the Collin County Taxi Voucher Program. Please review each line and initial next to it to acknowledge you understand and agree to abide by them. The customer further understands that failure to adhere to the terms and conditions may result in suspension or termination of their participation in the program.

### \_\_\_\_\_ Service Parameters

- Service is provided Monday through Friday, from 6 a.m. to 6 p.m.
- Trips are provided within Collin County
- Irving Holdings will make their best attempt to schedule service for customers who call with less than the suggested notice
- Trip requests may be denied due to capacity constraints or eligibility
- The McKinney Urban Transit District (MUTD), City of McKinney, and DCTA reserve the right to modify the service at any time

### \_\_\_\_\_ Cancellations/No-Shows

- Cancellations must be made at least two (2) hours in advance of the scheduled pick-up time
- Cancellations made with less than two (2) hours' notice will be considered a No-Show
- A customer is given a No-Show when the vehicle arrives within the 20-minute ready time-window and the customer fails to board the vehicle within five (5) minutes of the vehicle's arrival
- Excessive No-Shows may result in suspension or termination of program participation

### \_\_\_\_\_ Debit Card Usage

- Only the individual qualified for the service may utilize the debit card as payment for taxi rides
- Once the debit card is loaded with funds, those funds are non-refundable and non-transferrable

### \_\_\_\_\_ Fare/Payment

- Taxi debit cards are not to be used for tipping
- If the total fare is more than what is available on the debit card, it is the customer's responsibility to pay the difference (cash or credit card)
- Personal Care Attendants (PCA) and guests may accompany a customer, but they must pay the added boarding fare (cash or credit card). The customer cannot use their debit card to pay for accompanying PCAs or guests.

*I have read and agree to these terms and conditions.*

Printed Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_