



## Disability Cart Service Rules and Regulations

### **Conduct**

Riders are required to treat the Cart Service drivers, Office staff, and all other riders with respect at all times. Inappropriate language and/or behavior is unacceptable. Parking and Transportation Services reserve the right to deny service to anyone.

### **Transport**

Riders are required to wear a seatbelt while being transported unless injury or condition would preclude them from doing so.

### **Scheduling Rides**

Advanced scheduling is required. Ride reservations must be submitted to PTS by 4:30 PM to qualify for next day service. Those late in submitting their schedule will be accommodated into the first available opening as an “Add-on Pickup.” Persistent tardiness in submitting schedules may result in the suspension of services.

### **Tardiness**

Disability Cart Service assumes no responsibility for late arrivals at the designated pickup points. Drivers will wait 2 minutes for the rider then driver will proceed to the next scheduled pickup.

If the rider is late and misses their scheduled pickup, they must request an “Add-on Pickup” using the Disability Cart Service scheduling tool located at [parking.arizona.edu/dcs](http://parking.arizona.edu/dcs). In case of urgent circumstances, riders may call Disability Cart Service at 626-2278. Persistent tardiness may result in the suspension of services.

### **No-Show**

A rider is considered a “No Show” if the rider fails to board or fails to be ready to board during the established window of service. Failure to show at your designated pickup point four (4) times in an academic year may result in a cancellation of service.

### **Ride Cancellation**

24-hour notice for cancellations must be provided to Disability Cart Service. Riders can make adjustments to their schedule at [parking.arizona.edu/dcs](http://parking.arizona.edu/dcs) by 4:30 PM the day prior to cancel a regularly scheduled pickup. If the rider is unable to notify us 24 hours in advance due to serious illness or other emergency circumstances, contact Disability Cart Service office at (520) 626-2278 as soon as possible.

### **Add-on Pickup**

Riders requesting “Add-on Pickups” or those late in submitting their schedules will be accommodated into the first available opening and pick up on the half-hour (:30) only. Scheduled rides take precedence over unscheduled ride requests.