

### Carthage City Taxi Rules and Policies

Front seat passengers must wear seatbelts. Children 4 to 16 must wear seatbelts. Children under 4 must be in an appropriate child safety seat and it is the child's parents that are responsible to provide appropriate seats. Individuals that refuse to abide by these safety rules may be refused service.

Holidays recognized by the City of Carthage in 2018: (Taxi service will *not* be available on these dates)

New Year's Day	Monday	January 1
President's Day	Monday	February 19
Memorial Day	Monday	May 28
Independence Day	Wednesday	July 4
Labor Day	Monday	September 3
Veteran's Day	Monday	November 11
Thanksgiving Day	Thursday	November 22
Thanksgiving Friday	Friday	November 23
Christmas Eve	Monday	December 24
Christmas Day	Tuesday	December 25

Taxi drivers are restricted from driving through any drive-thru, including banks, utilities, pharmacies, fast food restaurants, etc. Exceptions may be made at the discretion of the driver depending on the health or frailty of the passenger.

No smoking is allowed in taxi cabs.

No "open" beverages are allowed in cabs by passengers including fast-food beverage containers, soda cans, glasses or containers that won't remain sealed when dropped. All containers must remain closed/sealed for the duration of the ride.

Children under the age of 12 must be accompanied by an adult.

Drivers are restricted from loading or unloading items for customers. At the driver's discretion, they may assist passengers by carrying groceries, etc., to their front door depending on the health or frailty of the passenger. Under no circumstances may they enter the passenger's home or private destination.

No appointments will be made on the 1<sup>st</sup> or 3<sup>rd</sup> days of the month, or, should these dates occur on a weekend, the Friday before.

Appointments for pick-up may be made for doctor's appointments only and need to be made at least one hour before pick-up time on the same day of your appointment. If you wish to be on time for your appointment, it is recommended that you set the pick-up time for 30 minutes before your appointment time. We understand it only takes a few minutes to reach your destination, but the driver may be delayed reaching you for pick-up.

Appointments for **wheelchair transport** must be made *at least a day* before pick-up. No appointments will be made before 10 a.m. or after 3 p.m. Only two separate appointments will be scheduled per day for wheelchair transport. Wheelchair customers must be accompanied by a care-giver (no fee for care-giver) unless they are independent in movement and require no medical assistance. The wheelchair ramp is for wheelchairs only. Individuals with walkers, etc., may not "ride" up on the ramp. Motorized wheelchairs are prohibited due to weight limits. Wheelchair customers are given priority but not exclusive use of the wheelchair van and need to call for service after initial pick-up.

Taxi drivers are not responsible for anything left in cabs. Please carefully check that you have all of your possessions in hand upon leaving the van.