



BURLINGTON COUNTY

RIDER POLICIES

It must be understood that there is no guarantee of a ride. All rides are scheduled on a first come, first served basis. All service is limited to curb to curb.

- **SEATBELTS MUST BE WORN BY EVERY PASSENGER** once they take their seat and must remain secured through their trip.
- **NO SMOKING, EATING OR DRINKING** is permitted on the vehicles.
- **IF THE DRIVER SUSPECTS A PASSENGER OF BEING INTOXICATED**, the driver may refuse service to the passenger.
- **NO STANDING OR MOVING ABOUT** while the vehicle is in motion. Because of safety and liability issues, the driver may refuse service to the rider.
- **NO LOUD OR PROFANE LANGUAGE** is permitted on the paratransit vehicle.
- **NO SHOPPING CARTS OR CARRIAGES** are permitted on the vehicles.
- **FOUR (4) BAGS OR PACKAGES** is the maximum permitted on the vehicle and must be in control of the rider.
- **WHEN A RIDER MAKES A RESERVATION, THEY MUST TRAVEL WITH THE ASSIGNED DRIVER.** Requests for specific drivers cannot be honored.
- **SEATS ARE NOT RESERVED NOR DESIGNATED** in the vehicle except for the needs of disabled passengers as determined by the driver.
- **LAST MINUTE REQUESTS TO CHANGE PICK UP TIMES CANNOT BE HONORED.** These will be recorded as a "no show" incident and subject to possible disciplinary action.
- **THE DRIVER IS IN CONTROL OF THE VEHICLE AND OF ENSURING PASSENGER SAFETY.**
- **PASSENGERS SHOULD RESPECT YOUR FELLOW RIDER'S PRIVACY** and be courteous.
- **PERSONAL HYGIENE AND CLEANLINESS ARE EXPECTED OF ALL PASSENGERS.** Any exceptions will be reported by the driver.

FAILURE TO ADHERE TO THE ABOVE POLICIES MAY RESULT IN SUSPENSION OR REMOVAL FROM THE SEN-HAN TRANSIT SERVICE.

CONTACT INFORMATION:

Reservations/Cancellations
Email:
Website:
Mailing address:

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