

home52 Transportation Self-Pay Terms and Conditions

The following Terms and Conditions are applicable to all customer self-pay transactions for home52 Transportation.

Acceptable Forms of Payment

home52 only accepts payment by credit or debit, and all major credit card companies are accepted. home52 will use a third-party card payment processor to process payment. The third-party account is held by home52's parent company, Council on Aging, so customers may receive credit card notifications listed as Council on Aging. Customers must provide valid credit card information at the time of trip scheduling, or the trip will be declined.

Trip Fare Costs

At the time of trip scheduling, customers will receive an *estimated* trip cost. The final fare will be calculated after the trip is completed. The final fare will be based on the individual transportation provider rate and actual trip mileage. A wait time fee will be applied if the transportation provider must wait for the customer more than 15 minutes past the scheduled pick-up time. A \$4 coordination fee will be added to the final trip cost per one-way trip, to pay for scheduling, dispatching and coordination provided by home52. Additionally, a 3% charge for the third-party credit card processing will be applied to the total cost of the trip, in addition to the coordination fee.

home52 will fully process credit card payments within 24 business hours after trip completion. Customers that provide a valid email address will receive a receipt indicating the final trip fare 24 hours after payment is processed. If a customer does not have an email address, a receipt will be mailed no later than the 15th of the following month.

Rejected Payments

Credit cards must have sufficient funds to cover the cost of the trip. If a credit card charge is rejected at the time of processing, customers are still responsible for full payment of the trip fare. home52 will contact the customer to obtain a valid credit card for which to process payment. Until payment is processed with a valid credit card, any pending trips may be canceled, and scheduling of additional trips will not be permissible.

Right to refuse service

home52 reserves the right to refuse to provide Transportation services to anyone. Customers who have inappropriate behavior while utilizing the Transportation services or have repeated payment issues may result in home52 declining to provide customer any additional Transportation services.

Payment Disputes

All trip fares are final, and no refunds will be provided after the trip has taken place. Any payment disputes or reports of quality and satisfaction should be reported to home52 by email at transportation@home52.org.