

Inclement Weather Policy

In the event severe weather affects our operational safety thereby impairing service availability, the following policy will apply:

When a storm is forecasted for the region and local schools are closed, VPC Shuttle may adjust, to delay or cancel the service, as may be deemed appropriate by the Driver.

- The decision will be made as early as possible and VPC will contact you by phone as soon as a decision of cancelation has been made.
- Unless prevented by a storm or severe weather, office staff will continue to answer phones. If the offices are closed, there will be a message on VPC Care Shuttle Service office answering machine at 902.4000.421, to notify incoming calls of the cancellation. Clients will not be directly notified of appointment cancellations due to severe weather.
- At all times Drivers have the right to use their judgment traveling on side roads and driveways. If the Driver is unable to pick up, client will be notified.

All appointments are the responsibility of the client to rebook.

Regular medical schedules for chronic illness, and drives for medical appointments to a specialist, or transport going to Halifax, may or may not be cancelled depending on the road conditions at the time of departure. If the ride is cancelled, the scheduled driver will contact the client.

VPC shuttle shall not be held liable for any aggravated medical condition of the client arising from an appointment cancellation due to inclement weather, and other circumstances beyond the company's control

For further queries, please do not hesitate to call 902.4000.421 for the latest details concerning our storm policy.

Client Initial

VPC Shuttle Policy

- All requests for transportation services must be initiated via telephone or email through the office and scheduled 2-3 business days in advance. It is strongly recommended that the hours be between 08:30 am and 04:00 pm. Reservation bookings are executed on a first-come, first-served basis.
- Please ensure that you are prepared for the arrival of the driver. Punctuality is of utmost importance as it is essential to adhere to our schedules.
- Please be advised that cancellations must be requested by phone during office hours, before noon on the preceding business day (Monday-Friday), and before the scheduled pick-up time. Should this requirement not be met, a cancellation fee of \$20.00 or 10% of the booking pay rate will be incurred.
- Our courteous drivers will efficiently transport your clients to their pre-determined destinations. Although we endeavor to park close to your establishment, external factors such as traffic and weather conditions may impact this. Should any adjustments or additional stops be necessary, please kindly notify the office.
- Seatbelts must be worn at all times. If a passenger refuses to wear their seatbelt during transport, any accidental injuries and seatbelt fines will be the responsibility of the passenger or their caregiver/guardian. The driver retains the right to cancel the trip if the passenger is non-compliant.
- All transportation fees must be settled in full directly with the driver or VPC scheduling clerk unless alternative arrangements have been formally authorized.
- For any client who requires a caregiver, it is necessary for the caregiver to accompany the client in the vehicle for all medical appointments or other one-time events.
- Wheelchair users must ensure that footrests are securely fastened to their chairs for transportation purposes. Failure to comply with this requirement may result in denial of transport. Additionally, it is prohibited to have any bags or loose items hanging from the back or arm of the wheelchair during transport. If the wheelchair is not a standard size or necessitates special attention, we kindly request that you provide advance notice to the office.
- Valley Prime Care Shuttle has a no-smoking and scent-free policy.

If a client does not abide by these operating principles, Valley Prime Care Shuttle Point-to-Point Transit Service reserves the right to refuse service.

Client Initial