



## Policies for Riders

**Ride Scheduling:** Please schedule your rides at least one-two weeks in advance. Rides must be scheduled with a minimum of seven days' notice and all ride requests should be made through the Senior Ride Nashville office. Do not contact a volunteer directly to request a ride. Note: The more advance notice you give us, the greater the likelihood that we'll be able to find you a volunteer driver.

**Ride Capping:** Senior Ride Nashville (SRN) is committed to honoring the ride requests that are on the calendar, and may limit the number of rides per day as driver availability fluctuates.

**Payment:** Riders are expected to pay in advance for rides, purchasing a minimum of four rides at a time for a total of \$24. Riders unable to pay \$24 at a time should contact the office to work out at an alternate payment plan. Once a rider owes more than \$24, no further rides will be scheduled until the balance is paid and additional rides are purchased.

**Limit on Stops and Trips:** Riders may request up to two stops, and rides may last up to three hours. However, not all stops may be accommodated if the ride exceeds the three-hour limit. If the ride is known in advance to take more than three hours, this must be communicated at the time of scheduling so that the SRN staff can request two drivers (unless the same driver is willing to take a longer assignment). At this time, **SRN can accommodate up to 2 rides per week per rider.** Riders will be notified if this limit changes at any time.

**Ride Changes:** Riders may request one round of changes after a ride has been scheduled and changes must be requested at least 48 hours before the start of the ride. If a driver is already assigned, SRN staff will contact the volunteer to see if they can accommodate the requested changes and let the Rider know.

**"No Driver" Alert: Riders whose rides have not been assigned to a driver will be notified the day prior so there is time for them to make other arrangements for transportation.** (SRN staff are available for consultation.) If a volunteer signs up overnight, the SRN office will contact the rider who will decide either to go with the SRN driver or an alternate arrangement.

**Weather:** Davidson County weather can vary widely from one area to another. SRN has a policy that relies on the individual drivers and riders to make decisions on whether to cancel scheduled trips. **Drivers and riders have the right to cancel the trip if they feel driving conditions are not safe due to the weather. If a ride is canceled due to weather, the rider should call the SRN office. Cancellations due to weather will not be charged a cancellation fee.** In the case of potential severe weather, riders should contact their destination to ensure that the location is open.

In the event of severe weather, the SRN office may be closed at the discretion of the Executive Director. **If the SRN office is closed, all rides scheduled for that day will be canceled, at no cost to the rider. SRN staff will notify riders and drivers if the office is closed and rides are canceled.**

**Membership Renewals: The \$25 membership renewal must be received by the end of the month that it is due.** A renewal notice will be mailed to the last known address. **If the membership renewal is not paid by the end of the month, the rider will be unable to take rides with SRN.** Once payment is made, rides can again be scheduled. It is important to designate the payment as "Membership Renewal." The membership renewal date will then reflect the date payment was received and renewal will be 12 months later. **If you are unable to pay the full fee, please give us a call to discuss further.**

**Reassessments:** Riders will be assessed at least once a year to ensure that the program continues to be a good fit. SRN may waive a reassessment at its discretion, or request an additional assessment if staff become concerned about a rider's health and/or safety.

**Cancellation Policy: Riders should call the SRN office to cancel a scheduled ride.** Rides canceled less than 24 hours before the ride start time will be charged the full cost of the ride as a cancellation fee.

In cases of medical emergency or illness that cause you to stay at home,

please call the SRN office. Riders who cancel due to illness will not be charged a cancellation fee.

**No-show policy:** It is considered a no-show when a rider does not call the SRN office to cancel a ride. Also, if the rider is not present within 15 minutes of the scheduled pickup time, it will be considered a no-show.

Not providing the SRN staff with adequate notice of cancellation can result in the following:

- Three cancellations in three months that are given less than 24 hours' in advance will result in a phone call and letter to the rider.
- One no-show violation will result in a phone call and letter to the rider.
- Any additional occurrence of late cancellation or no-show can affect your eligibility and may include a temporary suspension.
- If a reinstated rider has one additional cancellation/no-show violation, an indefinite suspension of SRN membership can result.
- All suspensions and reinstatements are at the discretion of the Executive Director and the Program Manager.
- SRN may update these policies and riders will be notified of changes in advance.

**Firearms Policy:** Senior Ride Nashville prohibits its riders and drivers from carrying firearms of any kind while out on a ride, to the extent permitted by applicable law.

**Phones:** We make our best effort to answer each call as it comes in. When staff are on the other line or otherwise unable to answer your call, please leave a message and we'll call you back as soon as we're able. All messages left before 3 p.m. will be returned the same business day. Messages left after 3 p.m. may be returned the following business day.

**Emergency Line:** We are committed to being available to riders and drivers on a ride who need support. When you call our office, you are given the option to press "1" for the general mailbox or press "9" to be put through to the emergency line. Please press 9 only if you have a ride scheduled that day and need immediate assistance. All other callers should press "1" and leave a message in the general mailbox.

**Holidays:** SRN is closed and does not offer rides on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- SRN anniversary party (Date to be determined)
- Thanksgiving Day and the Day after Thanksgiving
- December 24 through New Year's Day

The SRN holiday schedule is subject to change and riders will be notified of any additional holiday closures.