

# ***TALON TRANSPORT POLICIES***

**Competitive Pricing**

**Convenient Booking**

**Quality Assurance**

**Trained Driver**

**ASHLAND**  
UNIVERSITY



## **Talon Transport Policies**

Welcome to Talon Transport! We exist to provide a vehicle and a driver for trips within the state of Ohio at an affordable price to students from other countries as well as students without cars at Ashland University.

International Student Services aims to increase the convenience of living in Ashland by offering students an alternative transportation option to what is currently available in the city. The transportation service is operated by Ashland University staff as well as student employees.

### **Booking:**

- Students may book online with this code:
- ISS cannot create bookings for students.
- Students may choose the locations they want to visit from a drop-down menu on the booking page, or they may enter their own locations.
- The booking page will calculate the fee per hour plus mileage in addition to any other locations booked within the same city. Rides must be paid for within two days of the time of booking. Bookings that are not paid for within two days will be cancelled. Bookings should be paid for in the ISS Office during the business day and at Safety Services after business hours. Talon Transport can drive students anywhere in the state of Ohio that can be traveled to and back within the scheduled time limits for the day.
- Talon Transport does not drive students out of state or take overnight excursions. Students who wish to travel overnight or out of state should rent a car from a local agency.
- Cancellations are accepted up until twelve hours prior to the trip. If students cancel with shorter than twelve hours' notice, they will be charged for the cost of the trip.
- Cancellations carry a nonrefundable 3% credit card processing fee.
- Students who book but do not attend their scheduled trips will be charged the full amount of the trip.



## **Pricing**

- Rides are \$12 per hour plus \$.12 per mile fuel cost.
- If riders book more than one location within the same city, each additional location will cost \$5.
- Students may split the overall cost with other riders in their scheduled trip. Talon Transport is unable to split the cost, but students may pay each other at their own convenience.
- Fuel costs will be based on the price of gasoline during the Labor Day Weekend. This price will be the standard for the school year.

## **Riding**

- Students must show AU ID cards in order to ride.
- Students must wear safety belts and obey the driver at all times.
- All riders in the vehicle must visit the same locations all together at the same time. Drivers may not drop off students separately.
- Talon Transport begins and ends according to the scheduled booking.
- All Rides begin and end at Ashland University in the circular lot in front of Kates Gym and behind the Student Center. Students who plan to purchase many items should bring a roller cart with them to transport their items home, as drivers are not permitted to drop students off at their homes.
- Time spent on a Talon Transport trip will be considered a school trip. As such, alcohol or drugs of any sort may not be purchased or consumed before or during any part of the trip. Students who are under the influence of alcohol or drugs prior to the trip will not be permitted to ride.
- Tobacco products are permitted away from the car but not inside or near the car.
- Prohibited substance infractions will be handled with a one-month suspension from riding and a referral to the Behavioral Intervention Team, just as would be done on campus in such an instance.
- Students who do not abide by the policies will be suspended from riding again for a period of one month. A second infraction will suspend them from riding for the remainder of the school year.
- Please be aware that the driver may stop to refuel on the trip back in preparation for the next trip.

## Late Arrivals and Returns

- Students who come late to their pick-ups will still be charged the amount for the entire ride.
- Students who return more than 5 minutes late for their return ride at any point in the trip will be charged an additional \$30 late fee and will not be permitted to ride again for one month.

## Inclement Weather

- If the weather is expected to be too icy or snowy for safe driving, Talon Transport will notify both passengers and drivers the night before the trip.
- If your trip gets cancelled, you will receive a full refund.
- If it begins to rain or snow very hard during a trip, the driver will use good judgment to begin driving when it is safe. If the driver needs to pull off on the side of the road or delay the start of the drive in order to wait for blinding rain or snow to subside, the driver may do so without worrying about the timetable. Safety should always come first.
- If your trip gets delayed or returns late due to weather, the driver will write clear notes about the situation on the trip log along with the times. If passengers need to have their bills adjusted, ISS will contact riders to facilitate adjustments. Riders will not be charged additional fees if the weather prolongs their trip.

## Concerns

- If you have any concern about your driver or your trip, please feel free to write to [iss@ashland.edu](mailto:iss@ashland.edu) when you return. The ISS staff will handle your concern personally.
- By booking, riders acknowledge that transportation inherently carries some risk and agree to the potential dangers of road travel.

