iTNStCharles™
Dignified transportation for seniors

# Membership Pricing and Instructions

**Thank you for your interest in the Independent Transportation Network® (ITN), a non-profit service offering the independence, comfort, and convenience of the private automobile, without relying on public subsidy or taxpayer dollars. ITN® provides transportation for adults over 65 and people with visual impairments. Each local ITN is part of a national organization called ITNAmerica®.**

**Once we have received an application and a check to open your pre-paid account, we will call to let you know you may begin booking rides. If you have any immediate questions, please feel free to contact the office.**

**The following are benefits of membership:**

- **Ride & Shop™ and Healthy Miles™ programs.**
  **Shop at participating businesses and health care providers who help pay for your rides.**
- **Gift Certificate program. Friends and family can give you a lift by purchasing ITN gift certificates for birthdays, Mother's Day, or any occasion.**
- **Reach Out Program. Refer a new member or volunteer and receive a $5 gift certificate.**
- **CarTrade™/Donation programs. Receive a possible tax deduction or ITN ride credits for yourself or others when you donate or trade your car.**
- **$5 birthday gift certificate for rides.**
- **Quarterly newsletter ITNExpress.**

101 Compass Point Drive
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| ***ITN Rates*** | | |
|---|---|---|
| | ***Day*** | ***Night*** |
| | **7:00 a.m - 9:00 p.m** | **9:00 p.m - 7:00 a.m** |
| Pickup Charge | **$ 2.50** | **$ 5.00** |
| Per Mile Cost : | | |
| Notice by 3:00 p.m. previous day | **$ 1.50 / mile** | **$ 1.50 / mile** |
| Same Day Service | **$ 2.50 / mile** | **$ 2.50 / mile** |
| Minimum Charge : | | |
| Regular Rides | **$ 6.00** | **$ 6.00** |
| Same Day Service | **$ 9.00** | **$ 9.00** |
| Your ride cost is calculated by adding your pickup charge to your mileage charge. | | |
| **Notes :** | | |
| • **$1.50 charge for stops of 10 minutes or less**<br>• **If you plan to run an errand of more than 10 minutes, with more than two stops, and you would like ITN to wait, service must be arranged in advance at an additional cost of $12.00 per hour.**<br>• **No tipping is permitted.** | | |

## Setting Up Your Personal Account :

**Your road to mobility begins with an annual membership fee ($50.00 for individuals and $75.00 for a family membership) and a prepaid Personal Transportation Account™ based on estimated usage. Since you don't pay cash, riding with ITN is more like riding with a friend than taking a taxi.**

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**To open your account, please deposit $50.00 in transportation dollars and $50.00 for your yearly membership fee. Please make your check out to ITNStCharles in the amount of $100.00 and include it with your application.**

**At the end of the month you will receive a statement outlining the rides you've taken and telling you what you need to pay to bring your account back up to the $50.00 minimum.**

**For example, you take four rides this month at an average cost of $11.00 per ride. When you receive your statement you will be asked to pay $44.00 to pay for those rides and to bring your account back up to the $50.00 minimum. You are encouraged to prepay for the rides you estimate you will take in the upcoming month.**

**Should you ever desire to close your account, we will send you a check for your remaining account balance.**

# Planning Your Rides

**Notice given by 3:00 p.m. the day before :**

**Scheduling a ride by 3:00 p.m. a day in advance guarantees that your mileage rate will be the minimum, and that we will be able to provide more timely service. To help us serve you better please schedule your rides as far in advance as possible.**

**Same day notice :**

**We understand that you may not always be able to plan your trips a day in advance. We will meet same day requests as quickly as possible. You may experience some delay and your fare will be higher.**

**To cancel a ride :**

**Please try to give at least one day notice when canceling a ride. There is a $ 10.00 charge if you do not cancel at least one full hour before your scheduled ride, or if the driver is already en route to pick you up. Otherwise cancellations are free.**

**Night rides :**

**For your security and convenience, ITN is available 24 hours a day, seven days a week; however, there is a $ 5.00 pickup charge for night rides between 9:00 p.m. and 7:00 a.m.**

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## Scholarships for Low Income Riders :

**Discounts for sharing rides and booking in advance, and the gift certificate program are designed to help you plan your rides economically. However, if you have difficulty paying for rides, we have the Road Scholarship™ program for low-income riders. There is a simple confidential form you may request from the office to determine if you qualify.**

## Customer Closing an ITN Account :

**A customer may close an account at any time and receive a full refund of all Refundable (Cash) riding credits remaining in the account. A closing check will be issued with the next monthly statement after you close your account.**

## Exceptions :

- **Credits in an account from a CarTrade. Because ITN does not charge for our CarTrade program service, any credits a customer receives for a car must be used for rides.**
- **Birthday credits.**
- **Scholarships.**
- **Referral credits. Members who refer new members or volunteers to join ITN receive non-transferable and non-refundable credits.**
- **Donated Volunteer Credits.**

## ITN Closing a Customer Account :

**If ITN is forced to terminate an account due to an abuse of service or if ITN goes out of business, customers will receive a refund of all riding credits remaining in the account. If ITN goes out of business, any customer with CarTrade credits will be refunded the dollar equivalent of those remaining credits as well. A closing check will be issued with a final monthly statement following the account closing.**

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