



Financial Policies

The following policies apply to facilities and private pay clients alike unless in strict conflict with other mutually agreed contracts. This policy may be updated from time to time. **The following policies are effective as of 01/01/2025** until a new policy is posted on our website at www.Level4Transit.com or delivered to customer electronically or in hard copy form.

Payment Options:

We require payment upon reserving a ride, and particularly for any first-time customers, and/or any discounted/promotional rides. At times we will consider the collection of payment by the driver at the beginning of the service, but this will incur an additional \$10 charge, and the forfeiture of any promotional rate.

Preferred Payment Methods:

- The most effective/seamless process is to pay via the payment link on the payment invoice emailed which fully outlines the ride date/ride reference.
- Customer direct entry of credit/debit card information may be processed on our secured payment portal website at www.Level4Transit.com/Payments. If customer chooses to directly enter payment on the secured website then customer must also enter the ride reference number provided by the scheduler.
- Contractual invoicing is offered to established facilities.
- **NOTE: To ensure protection of your card information our team is directed to never take card payment information over the phone. Driver may assist a customer with entry of payment information on our secure web portal in the presence of the customer and their card if necessary.**
- **Receipts will be emailed matching the invoice that was sent.**

Personal Care Attendant Policy

Any Personal Care Attendant (PCA) that is not pre-registered for the ride at the time of original booking/charge will be charged as an additional passenger at the full rate of any ride. Payment must be collected immediately by cash or card payment before the ride ensues.

Refund Policy:

In this industry we understand that plans can change quickly, and rides might need to be canceled or rescheduled.

- Local rides cancelled greater than 2 hours: full reimbursement or charge reversal.
- Local rides rescheduled greater than 1-hour will not be charged a fee, but any subsequent reschedule or cancellation will not be eligible for any reimbursement and charged for full rate.
- Rides greater than 50 miles from home base OR in total distance: require 24 hours cancellation or rescheduling notice for reimbursement or charge reversal.

Late Cancellation / No-Show Policy:

No-shows are defined as occurrences where Customer/Facility requests/books a ride from Provider and ride is not cancelled or revised within two hours of time driver is dispatched to meet the booked time, OR when Provider arrives at Customer/Facility designated location and the rider is no longer available for booked ride. Such No-Shows will be billed to Customer/Facility as ride was originally booked. Rides confirmed within a two-hour period are immediately subject to No-Show conditions.

Upon arrival at the scheduled location of pickup a driver will allow for 15 minutes before a passenger is accounted for as a no-show. A driver may attempt any of the following to confirm passenger status:

- Contact Level 4 Transit dispatch to reach out to passenger or organizing party
- Directly call passenger or organizing party

If passenger status is confirmed as late and driver can accommodate a wait then a wait fee will begin to accumulate and be charged to the passenger/facility/organizing party at a rate of \$20 every 15 minutes, or as stated in any contract.

If passenger status is not confirmed, or confirmed to be a late cancellation/no-show, then the full rate of the transportation will be charged and not eligible for refund. The full rate encompasses each leg for a multi-leg trip. For example, a scheduled round-trip ride includes the charges for the outgoing trip and the return trip.

As rides are booked allowing adequate time to meet requested drop-off times, a late arrival by Provider is not terms for ride cancellation. Ride will be rescheduled or refunded If the appointment time is confirmed to NOT be achievable within 10 minutes of requested drop-off time.