



## VanGO Passenger Policies for Specialized Services

- ✚ VanGO drivers are responsible for getting passengers safely on and off the vehicle and to the front door of their destination. If the entrance door is above the ground floor, drivers are only required to get the passenger to the elevator entrance or stairwell.
- ✚ VanGO drivers are not allowed to enter any passenger house for pickup or drop off.
- ✚ VanGO drivers may assist with packages upon request. Packages must weigh less than five pounds total and must be able to be carried in one trip.
- ✚ Specialized services are a shared ride program. VanGO will make every effort to get passengers to their destination in a reasonable amount of travel time but reserves the right to schedule multiple customers for multiple pickups to multiple destinations.
- ✚ Passengers must wear safety belts when aboard VanGO and all children under four years of age or weighing less than 40 pounds must use a child safety seat, provided by the passenger.