

THIS AGREEMENT MUST BE SIGNED, DATED, AND RETURNED WITH APPLICATION.

Moore County Transportation Services provides services for **medical, employment, educational, prescriptions and grocery related rides only.**

STEP 1: Please **read, sign, and return all documents** (four (4) pages) to 302 Monroe Street, Carthage, NC 28327 or mail it to P.O. Box 905, Carthage, NC 28327.

STEP 2: Once our office has received the application packet, you must **purchase tokens to pay for your ride before making a reservation.** Tokens can be purchased at 302 Monroe Street, Carthage, NC with **no limit**; or they can be ordered through the mail with a personal check/money order **or** by telephone (833-299-6594) with a debit or credit card. **Tokens are \$4.00 each way**; when requesting tokens be mailed, **you must purchase at least ten (10).** Tokens will be sent out by certified mail and someone **MUST** sign for them unless sent to a P.O. Box address at your local Post Office. **Shipping and handling is \$10.45 and must be added to the cost of your token purchase.**

STEP 3: After receiving your tokens, you can call our office at (910) 947-3389 to schedule your reservation.

RESERVATIONS

Reservations with MCTS must be made 48 hours **before the day of the appointment.** (*Weekends not included*)

All MCTS Passengers must be ready **one and a half (1-1/2) hours before their reservation/appointment time.** This service window of 1.5 hours can also apply to the return time to assist with scheduling if needed... **Actual pickup times will vary per appointment and may be adjusted according to system needs.**

CANCELLATIONS ... MCTS must be notified **within 24 hours of your appointment time** on the business day before your appointment.

NO-SHOW CHARGE ... A client will be considered a No-Show if **MCTS arrives to pick up the client and the client is not at the appointed address, refuses the scheduled trip, and/or MCTS was not notified 24 hours** before your appointment time on the business day prior to the scheduled pickup.

ALL CLIENTS CONSIDERED A NO-SHOW MUST PAY THE FULL COST OF THE RIDE THEY WOULD HAVE RECEIVED PRIOR TO RECEIVING ADDITIONAL TRANSPORTATION.

**THE FULL COST OF THE RIDE IS \$23.00 EACH WAY / ROUNDTrip \$46.00.
(Fees are Subject to change).**

ALL CLIENTS WILL BE PROVIDED THE MCTS NO-SHOW POLICY IN WRITING.
MCTS will follow the following procedure in the event of a No-Show: (Found Below)

MCTS No-Show Policy

First No-Show:

After the first documented No-Show, the client and/or the client's sponsoring agency (if applicable) will receive a warning letter advising that further missed trips will result in a suspension of transportation services for a period of thirty days.

Second No-Show:

After the second documented No-Show, the client and/or the client's sponsoring agency (if applicable) will receive a letter advising that his/her transportation services have been suspended for 30 days.

Third No-Show:

After the third documented No-Show, the client and/or the client's sponsoring agency (if applicable) will receive a letter advising that his/her transportation services have been suspended for 60 days.

Fourth No-Show:

After the fourth documented No-Show, the client and/or the client's sponsoring agency (if applicable) will receive a letter advising that his/her transportation services have been suspended for the remainder of the fiscal year or until the following June 30th.

All suspensions will reset on July 1st.

I acknowledge receipt of Moore County's Transportation Reservation, Cancellation, and NO-SHOW policies:

Signature: _____ **Date:** _____