



"We Get Them There When You Can't"

TOTZ 'N' TEENZ ON WHEELZ POLICIES

- A 48-hour notice is required for a regular pick-up.
- A 48-hour cancellation notice is required for service fees to be credited to the client's account for future rides.
- **Monthly Fee** - The first month's fee shall be paid in advance at the time the Totz 'N' Teenz on Wheelz contract of agreement for transportation is signed. Thereafter, payments are made per month, on or before the last week of each month. That is, the monthly payments are due before the start of the next month's service. Parents are not entitled to a refund of any portion of the monthly fee for cancellations by the Parent.
- Monthly contract fees are due by the last day of the month prior to the month that service is needed.
- Non-contract weekly service fees for occasional rides are due the Friday before the week that service is needed.
- When there is an extra week in a month then payment for that week shall fall with the month that has the most days of the week.
- No regularly scheduled services shall be rendered without payment in full.
- **Late Fees and Charges** - A late fee of \$15.00 will be charged for payments received after the fifth (5) business day of each month. Parents are expected to advise Totz 'N' Teenz on Wheelz of occasions when the child will not be available for pick-up (i.e. the service will be canceled for a particular day). Parents are subject to a charge on every occasion that a cancellation occurs without prior telephone notice to Totz 'N' Teenz on Wheelz. Totz 'N' Teenz on Wheelz reserves the right to cancel any membership upon the third cancellation without notice.
- Emergency and special pick-up/drop-off fees may be paid with your next payment.
- Payments can be mailed to:

Totz 'N' Teenz on Wheelz
10741 DownPatrick Place
Charlotte, N.C. 28262

- Fees are non-refundable
- All rates are based on destinations located within 0-10 miles from pick-up point. Each additional mile is \$2.00 per mile.
- There may be a 7% surcharge added to the standard fees when gasoline prices rise above \$1.95 per gallon.
- \$40.00 return check fee.
- Only money orders or cash will be accepted after two returned checks.

Behavioral Correction Ladder

1. The first three incidents shall result in a letter being sent home to the parent.
2. The fourth and fifth incidents shall result in a phone call to the parent.
3. The sixth incident shall result in a meeting with the parent.
4. The seventh incident shall result in a suspension of riding privileges for one week.
5. When steps one through four have been completed then steps one through three may be repeated again.
6. When steps one through three have been completed for the second time the rider shall lose riding privileges for two weeks.
7. Upon the rider's return from the second suspension any further violations shall result in the termination of all riding privileges.
8. No fees shall be refunded due to suspensions or termination of the contract.

Conduct Rules

1. Riders must have their seatbelts on at all times.
2. At no time shall the rider touch the outside of the vehicle by hanging their heads, arms, legs, bodies or hands out of the windows of the vehicle.
3. Riders may not play music or video games that can be heard by the driver or other passengers.
4. Sudden, loud disruptive noises or movements will not be tolerated.
5. Parents are financially responsible if their child defaces or vandalizes any part of the vehicle.
6. The rider will remain at least ten feet away from the vehicle until it has come to a complete stop.
7. Tobacco products or alcoholic beverages are not allowed in the vehicle. (All incidents shall be reported to the parents.)
8. Weapons are not allowed in the vehicle. (Incidents are reported to law enforcement.)
9. Vulgar or profane language is not allowed in the vehicle.
10. No beverages, chewing gum, or food may be consumed in the vehicle.
11. Intentional littering of the vehicle is prohibited.
12. No one under the age of 13 may ride in the front seat.
13. Open defiance or open displays of disrespect or insolence towards the driver will not be tolerated.
14. Misbehavior that will cause injury (bodily or psychological) to another person or self will not be tolerated.

I have read and understand the following Totz 'N' Teenz on Wheelz documents:

- Policies
- Behavioral Correction Ladder
- Conduct Rules

Client Signature: _____ Date: _____