

USER'S GUIDE - COLLECTIVE TRANSPORT SERVICE



STEP 1 – REGISTRATION

TO BENEFIT FROM TRANS-APPEL SERVICES, YOU MUST BE REGISTERED. IT IS FREE AND IT IS FOR INTERNAL PURPOSES ONLY.

STEP 2 – RESERVATION

TRANSPORT RESERVATION ET CANCELLATION

All transport requests must be made before 2 pm the day before your transportation needs. On Friday before 2 pm for Monday transportations.

We do not provide any transportation on Holidays and our office is closed. You must plan to call us the day before that Holidays and before 2 pm.

No additional transport can be booked on the same day.

No Cancellations can be made on the same day. You must advise us before 2pm the day before the transportation's need.

Any transport not canceled will be payable to Trans-Appel

CONFIRMATION OF RETURN

You may book all your transportation needs at once. But, in the case of a medical appointment, you must call at the office once your appointment is over to get your return transport. Last departure from Sherbrooke is at 4pm.

SERVICE GUIDE

You must be ready to get on the bus 10 minutes before the confirmed time.

If our bus is more than 10 minutes late, you must call at our office to inform us. We will check with our driver, what's the problem.

PRICING & PAYMENT METHODS

INSIDE MRC Val-Saint-François – from/to any of our 18 municipalities :

A **one way trip** costs 3.75 \$ / Back & Forth trip costs 7.50 \$

You must give the exact amount. The driver is not aloud to give the change.

Tickets are available at our office. You may use Interac money transfer. You must advise the office before doing it. In all cases, you must pay your trip **BEFORE getting aboard.**

Transport from/to Sherbrooke :

One trip to Sherbrooke costs 8.25 \$ / Back & forth trip costs 16.50 \$

HARSH WEATHER CONDITIONS

We may cancel any trip in case of harsh Weather conditions. This is a security issue. Trip costs will not be charge to user.

LUGGAGE & PERSONAL EFFECTS

Luggage & personal effects must be carried on your knees. They can be placed under the seat.

SEATBELT

You must use the seatbelt at all time during your trip. If you have a medical purpose about being attached, please, you must provide a copy of the medical certificate to our office.