

home52 Transportation Self-Pay Terms and Conditions

The following Terms and Conditions are applicable to all customer self-pay transactions for home52 Transportation.

Acceptable Forms of Payment

home52 only accepts payment by credit or debit, and all major credit card companies are accepted. home52 will use a third-party card payment processor to process payment. The third-party account is held by home52's parent company, Council on Aging, so customers may receive credit card notifications listed as Council on Aging. Customers must provide valid credit card information at the time of trip scheduling, or the trip will be declined.

Trip Fare Costs

At the time of trip scheduling, customers will receive an estimated trip cost. The final fare will be calculated after the trip is completed. The final fare is a combination of standard rates that include coordination services plus excess mileage fees and excess wait time when rider requests the driver to wait for them. Additionally, a 3% charge for the third-party credit card processing will be applied to the total cost of the trip.

Rejected Payments

Credit cards must have sufficient funds to cover the cost of the trip. If a credit card charge is rejected at the time of processing, customers are still responsible for full payment of the trip fare. home52 will contact the customer to obtain a valid credit card for which to process payment. Until payment is processed with a valid credit card, any pending trips may be canceled, and scheduling of additional trips will not be permissible.

Right to refuse service

home52 reserves the right to refuse to provide Transportation services to anyone. Customers who have inappropriate behavior while utilizing the Transportation services or have repeated payment issues may result in home52 declining to provide customer any additional Transportation services.

Payment Disputes

All trip fares are final, and no refunds will be provided after the trip has taken place. Any payment disputes or reports of quality and satisfaction should be reported to home52 by email at transportation@home52.org.