



Feonix- Mobility Rising Policies and Procedures	
Section 2: Service	
Policy Title: Rider Code of Conduct	Policy Number:
	Effective Date: 02/25/2021
	Revision Date:
	Approved By: V. Lefler
	Page Number: Page 1 of 3

At Feonix, we value and want our customers to know that our staff and volunteer drivers take great pride to ensure that each customer shall be afforded and treated with great care, dignity and respect at all times. When traveling with Feonix, we want each experience to be enjoyable and safe for everyone. Requirements for expectations on rider behavior and conduct will help to ensure both the customer and the driver share in having a positive experience. We encourage each rider to take a moment to read Feonix’s policy regarding rider behavior identified below. At Feonix, we welcome and want your feedback. Customer feedback helps to ensure accountability and a safe environment for all. Customers may contact Feonix to address concerns by email, using the following email address. support@feonixmobilityrising.org

Feonix-Mobility Rising has established the following requirements for expectations involving customer behavior and conduct, which shall be maintained in accordance with conditions involving safety during transport with Feonix.


1. Passengers shall be expected to remain courteous and respectful to their driver, and therefore, shall not shout, swear or slam a vehicle door or interfere with the driver’s ability to safely transport passengers.
2. Passengers shall be required to follow the local law by wearing vehicle safety belts and safety restraint systems during transport with Feonix.
3. Feonix Volunteer Drivers are allowed to use their own discretion in the event that there is a threat of or dangerous weather occurring at the time of the trip. Have a backup plan ready or be ready to cancel and reschedule your trip if there is severe weather.
4. If you “**cancel/no –show**” your ride 3 times within a 6-month period without a 24 hour notice, you will be suspended from the program for thirty (30) days. Three violations of this policy may result in termination without the ability for re-enrollment.
NOTE: You may be charged for a canceled ride less than 24 hours prior to the trip or a no-show

Feonix- Mobility Rising Policies and Procedures						
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Policy Title: Rider Code of Conduct	<table border="1"> <tr> <td data-bbox="824 388 1479 426">Policy Number:</td> </tr> <tr> <td data-bbox="824 426 1479 464">Effective Date: 02/25/2021</td> </tr> <tr> <td data-bbox="824 464 1479 501">Revision Date:</td> </tr> <tr> <td data-bbox="824 501 1479 539">Approved By: V. Lefler</td> </tr> <tr> <td data-bbox="824 539 1479 609">Page Number: Page 2 of 3</td> </tr> </table>	Policy Number:	Effective Date: 02/25/2021	Revision Date:	Approved By: V. Lefler	Page Number: Page 2 of 3
Policy Number:						
Effective Date: 02/25/2021						
Revision Date:						
Approved By: V. Lefler						
Page Number: Page 2 of 3						

5. Drivers will not **wait** over 5 minutes. Please be courteous and respectful to your driver, and be ready to go at pick-up time.

6. Feonix shall require that only adults will have a Feonix rider account.
NOTE: See Transportation of Minors Policy for more information

7. Feonix shall maintain that the following conduct is considered inappropriate Customer behavior and subject to Customer restriction with loss of access to Feonix services and compensation to the driver for damage done, when applicable;
 - Damaging a driver’s or other passenger’s property
 - Damaging the vehicle
 - Vomiting (Feonix understands that passengers use our service for medical trips, and, as such, they may not feel well when riding with a volunteer driver. Our volunteers are aware of that risk, but we still ask for financial compensation for the driver to get their vehicle cleaned in the event that someone vomits while in the vehicle.)
 - Harassing the driver after the ride has ended, texting, calling or visiting in person
 - Display or usage of verbal threats to include making any terroristic threats, comments or gestures involving sexual discrimination, or disrespect towards a driver or fellow passengers.
 - Physical contact with a driver or fellow passengers
 - Asking overly personal questions
 - Use of any lewd, crude, or explicit language towards a driver or passenger.
 - Inappropriate display or any act involving sexual conduct.
 - Asking for money from volunteer drivers
 - Breaking the local, state, or federal law while using Feonix Services, such as.
 - Refusing or Not wearing a safety belt or restraint system
 - Bringing open containers of alcohol or drugs into a Feonix vehicle
 - Traveling in large groups that exceed the number of seat belts in the vehicle

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	Page Number: Page 3 of 3

- Asking Feonix drivers to break local traffic laws, such as speed limits
 - Using Feonix to commit a crime: including Drug and Human trafficking, Sexual Exploitation of children or Any act involving Terrorism.
8. Passengers are prohibited from introducing any type of intoxicants, smoking devices such as e-cigarettes or smoking substances while inside the vehicle, this provision shall include that at “No time” shall a Customer have in their possession, any form of “open containers of alcohol” while riding inside the vehicle during their transport with Feonix.
- **NOTE:** In the event that a Customer violates Feonix’s “No Smoking or No Intoxicant” guideline, and causes damage to a driver’s vehicle, the Customer shall be responsible for damages incurred to the driver’s vehicle, which will include receiving a minimum additional charge of \$250 to the customer’s credit card for vehicle cleaning services.
9. Feonix shall prohibit any customer and/or passenger from carrying firearms inside a vehicle.
10. Effective immediately and until posted otherwise, all drivers and passengers 5 years of age or older are expected to wear a face covering/mask (in accordance with CDC guidelines) while receiving transportation.