

Membership Pricing and Instructions

Thank you for your interest in the Independent Transportation Network® (ITN), a non-profit service offering the independence, comfort, and convenience of the private automobile, without relying on public subsidy or taxpayer dollars. ITN® provides transportation for adults over 60 and people with visual impairments. Each local ITN is part of a national organization called ITNAmerica®.

Once we have received an application and the funds to open your pre-paid account, we will call to let you know you may begin booking rides. If you have any immediate questions, please feel free to contact the office.

The following are benefits of membership:

- **Gift Certificates.** Friends and family can give you a lift by purchasing ITN gift certificates for birthdays, Mother's Day, or any occasion.
- **Bi-annual newsletter ITNExpress.**

ITN Rates		
	Daytime Rides	Night Rides
		(8:00 pm - 7:00 am)
Pickup Charge	\$ 5.00	\$ 8.00
Per Mile Cost :		
Notice by 3:00 p.m. previous day	\$ 2.10 / mile	\$ 2.10 / mile
Same Day Service	\$ 3.10 / mile	\$ 3.10 / mile
Minimum Charge :		
Regular Rides	\$ 12.00	\$ 12.00
Same Day Service	\$ 12.50	\$ 12.50
Your ride cost is calculated by adding your pickup charge to your mileage charge.		
Notes :		
<ul style="list-style-type: none"> • \$2.50 charge for additional stops of 10 minutes or less • If you plan to run an errand of more than 10 minutes, with more than two stops, and you would like ITN to wait, service must be arranged in advance at an additional cost of \$15.00 per hour. • No tipping is permitted. 		

Setting Up Your Personal Account :

Your road to mobility begins with an annual membership fee (\$75.00 for individuals and \$100.00 for a family membership) and a prepaid Personal Transportation Account™ based on estimated usage. Since you don't pay cash, riding with ITN is more like riding with a friend than taking a taxi.

To fund your account, please deposit at least \$100.00 in transportation dollars and \$75.00 (\$100 for a family) for your yearly membership fee. You may send a check to ITNBluegrass in the amount of \$175.00 (\$200 for a family membership), or you may phone our office with your credit card information, or pay online on our website, www.itnbluegrass.org.

At the end of the month you will receive a statement outlining the rides you've taken and telling you what you need to pay to bring your account back up to the minimum, based on your average usage. You are encouraged to prepay for the rides you estimate you will take in the upcoming month.

Should you ever desire to close your account, we will send you a check for your remaining refundable account balance.

Planning Your Rides

Schedule rides in advance :

To help us serve you better, please schedule your rides as far in advance as possible, but **at least two business days.**

Next day and Same day notice :

We understand that you may not always be able to plan your trips in advance. We will meet these requests if we are able. In that case, you may experience some delay and your fare may be higher.

To cancel a ride :

We understand that sometimes you may need to cancel a scheduled ride. There is a \$12.00 charge for the initial ride if you do not cancel prior to 3:00 PM the day before, and a \$12.00 charge for the return ride as well if you cancel within one hour of your pickup time.

Night rides :

ITN is sometimes able to do nighttime rides when needed. However, there is a \$8.00 pickup charge for night rides between 8:00 p.m. and 7:00 a.m.

Scholarships for Low Income Riders :

Discounts for sharing rides and the gift certificate program are designed to help you plan your rides economically. However, if you have difficulty paying for rides, we have the Road ScholarshipTM program for low-income riders. There is a simple confidential form you may request from the office to determine if you qualify.

Customer Closing an ITN Account :

A customer may close an account at any time and receive a full refund of all Refundable (Cash) riding credits remaining in the account. A closing check will be issued with the next monthly statement after you close your account.

Exceptions :

- Birthday credits.
- Scholarships.
- Donated Volunteer Credits.

ITN Closing a Customer Account :

If ITN is forced to terminate an account due to an abuse of service or if ITN goes out of business, customers will receive a refund of all riding credits remaining in the account. A closing check will be issued with a final monthly statement following the account closing.