



**Thank you for using Catch-A-Ride digital vouchers!** See below for key information about how to use these vouchers.

### **Voucher Basics**

- Only one voucher can be used for each trip. Each voucher covers a one-way trip from one origin to one destination. If you make any stops in between, those are considered separate one-way trips.
- Your trip must start or end in Marin County.
- Riders may bring guests on the ride at no extra cost, subject to vehicle seating limitations, as long as the guests board and alight at the same origin and destination as the rider.
- Vouchers are distributed on a quarterly basis (every 3 months). Riders will not be given additional vouchers if they run out before the quarter ends.
- Vouchers must be used in the quarter they are issued for and do not roll-over or accumulate from quarter to quarter.
- Vouchers cannot be combined, transferred, or exchanged for cash. If the voucher amount is more than the fare, you won't receive change.

### **Booking A Trip**

- To schedule a trip, simply open the Uber app and input your origin and destination.
- Trips can be booked on demand using digital vouchers; advance bookings are .
- Rides are provided on an as-available basis. Every effort will be made to provide you with the ride you request, but in some situations no ride may be available.
- When booking a trip, provide your first and last name, the complete address that you are traveling from and to, and the date and time you would like to travel.
- If you need a wheelchair accessible vehicle or are traveling with a mobility device or service animal, please let us know when booking.
- When booking, you'll receive an estimated fare amount. The actual fare will be based on the meter and will vary based on wait times and necessary route changes.
- If you need to cancel your trip, please let us know at least two hours in advance.
- Riders must present the voucher to the driver and pay any remaining fare before exiting the vehicle.



- These vouchers are for you only. Riders are not allowed to book trips or use Catch-A-Ride vouchers on behalf of others.

## **Taking Your Trip**

- When using Catch-A-Ride, all riders must adhere to Uber's terms, conditions, and policies as shown below.
  - Riders must be ready when the vehicle arrives. Drivers are only allotted five minutes to make their pick-ups. If you are not ready to leave within five minutes of the vehicle's arrival, the driver may have to leave without you in order to be on time for the next passenger.
  - Riders that do not board the vehicle within five minutes of the vehicle's arrival are considered a no-show. Riders demonstrating a pattern and practice of no-shows may result in a loss of your ability to use Catch-A-Ride.
  - Riders are responsible for any cancellation or no-show charges incurred as a result of cancelling or no-showing a trip after it is booked. Cancellation and no-show fees established by the provider can vary depending on several factors. Cancelling a trip promptly when not needed can help to minimize fees incurred to the rider.
  - Riders are limited to four carry-on bags or packages, with each package no heavier than twenty pounds. Riders that bring items on board that exceed this policy will not be permitted to ride.
  - Catch-A-Ride is a curb-to-curb service; the driver will not come to your door or assist with carrying packages.
  - All fare payments for Catch-A-Ride trips taken using the digital voucher will be paid for through the Uber application. Uber accepts all major credit/debit cards, Google Pay, Apple Pay, Venmo, Paypal, and Uber Gift Cards. Uber Gift Cards can be purchased with cash if needed at many major retailers. For more information on payment methods, please see more information from Uber:  
<https://help.uber.com/riders/section/payment-options-?nodeId=969a673b-e414-4fa4-a73b-297106d6cdc7>
  - Tipping is optional and at your discretion. Tips cannot be paid using the excess voucher amount.



**We value your feedback!** To share information about your experience using Catch-A-Ride, please contact us at (415) 454-0902 (select option 1 for Travel Navigators) or [travelnavigator@marinaccess.org](mailto:travelnavigator@marinaccess.org).