

Terms and Conditions – STO on demand

1. Preamble

The public transportation service on demand known as STO on demand, hereinafter called the “Service”, is a service designed to complement the STO’s conventional service.

The Service, which has to be booked, is limited to the Buckingham and Masson-Angers sectors.

The “Customer” is anyone who books a ride with STO on demand.

The purpose of these terms and conditions is to define the conditions under which Customers may use the Service. The French version of the terms and conditions shall prevail over any translation thereof.

Use of the Service implies that the Customer agrees to these terms and conditions. By booking the Service, the customer thereby acknowledges being fully aware of these terms and conditions.

2. Description of the Service

2.1. Schedules

The Service is available:

- Mondays to Wednesdays from 6 a.m. to 8 p.m.
- Thursdays and Fridays from 6 a.m. to 10 p.m.
- Saturdays from 7 a.m. to 8 p.m.
- Sundays from 8 a.m. to 8 p.m.
- Holidays from 8 a.m. to 8 p.m. (Christmas, New year, Good Friday, Easter Monday, Victoria Day, Québec’s National Holiday, Canada Day: Friday)

2.2. Pick-up and drop-off locations

The Service picks up and drops off Customers at existing bus stops or other spots referred to as virtual stops.

Door-to-door service is available for people admitted to the STO’s paratransit service.

2.3. Booking

A Customer can create their account and book a trip through:

- the *STO on demand* app, which can be downloaded through iOS or Android;
- the STOalademande.sto.ca website; or
- the call centre at 819 525-8932.

Bookings can be made no more than 30 days in advance and no less than 20 minutes ahead of time.

2.4. Modification or cancellation of a booking

A Customer must cancel their booking if they do not intend to use it.

A Customer may cancel or modify their booking up to 20 minutes before pick-up.

If a Customer misses three (3) pick-ups at the agreed-upon time and place without cancelling the booking ahead of time as indicated above, the STO may suspend the Customer's access to the Service for 30 days.

3. Fare

The STO's regular fare applies to the Service.

Since the e-wallet cannot be used in vehicles dedicated to the Service, cash payment is accepted at the e-wallet rate.

For special fares, Customers must enter the corresponding promotional code at the time of booking for:

- students, seniors or ÉCHO fares (Customers must contact the STO at STOalademande@sto.ca or 819 525-8932 ahead of time to be enrolled in the reduced fare);
- temporary promotions; or
- transfers from or to the conventional service.

No refunds will be issued if the promotional code is omitted.

4. Minors

Minors under 14 years of age may only use the Service when accompanied by a legal representative or a responsible adult.

A Customer without proof of age must immediately disembark from the vehicle. Failure to do so will be construed as voluntarily impeding the vehicle from proceeding, thereby obstructing traffic, which will lead to the applicable penalties.

Given that the Service is provided by taxis, a car seat is not mandatory for small children. However, Customers may use their own car seat, in which case they are responsible for installing it in the vehicle. Any small child that is not in a car seat must be secured with a seat belt. If the child is too small to sit up on their own, the adult must first strap themselves in and then hold the child on their lap.

5. Standards of conduct

The *By-law concerning the standards of safety and conduct to be observed by passengers in the rolling stock and immovables operated by or for the Société de transport de l'Outaouais (By-law 100)* applies to the Service.

In particular, Customers undertake to comply with the provisions of sections 12 (good citizenship), 15 (weapons and hazardous materials), 16 (animals), 18 (food and beverages), and 19 (fares and fare collection). The penalties set out in section 21 apply to any person who contravenes the by-law.

In addition, seat belts must be used in the vehicle.

6. Privacy

The STO is required to collect and handle Customers' personal information in the course of performing its duties. Such information will be collected and handled in accordance with the applicable rules of privacy protection, namely as set out in the *Act respecting Access to documents held by public bodies and the Protection of personal information*, R.S.Q. c. A-2.1.

Data used for identification (last name, first name, email address, phone number, mailing address), the Customer's favourite addresses, booking history and trips made, and transfer data are collected and used to:

- manage and organize the Service;
- continuously improve the Service;
- manage comments from Customers; and
- manage calls to the call centre and the quality of call centre services.

This information may be provided to the Service operators if required for service delivery.

Customers are able to correct any information provided on their own through the *STO on demand* app or Web site or call centre.

Customers are entitled to consult any personal information about them, to obtain a copy thereof or to request a change to any inaccurate, incomplete or ambiguous information, or information collected in violation of the law by sending an email to STOalademande@sto.ca.

7. Intellectual property

Padam Mobility holds the intellectual property rights or holds the rights of use of all elements on the site other than open content, such as text, images, graphics, logos, icons and sounds.

The *STO on demand* logo is the property of the STO.

8. Modification of terms and conditions

These terms and conditions may be modified at any time by the STO.

The applicable terms and conditions are the ones in effect on the day of the booking.

9. Applicable laws

These terms and conditions are subject to Quebec law.

Any dispute arising from or in connection with these terms and conditions will be referred to the competent courts of Gatineau.