

Missouri S&T Shuttle Policies and Procedures

General Information

- Shuttle service runs only when a reservation has been made.
- Office business hours: Monday–Friday, 8:00 a.m.–3:30 p.m., excluding university holidays.
 - Office Phone: 573-341-4303
 - After Hours Phone: 573-647-1701
- Animals are not permitted, except service animals.
- Scooters are not permitted in the shuttle.

Reservations

- All reservations must be submitted through the online reservation system. A reservation is not considered complete until payment is received.
- Payment is required before travel and must be made at least 2 business days before travel. Payments made with less than 2 business days before travel are subject to the \$50 late booking fee.
- To guarantee a seat, make reservations at least 3 business days before departure.
- Seats are guaranteed only for the time listed on your reservation.
- Registrations made less than two business days before travel are subject to a \$50 booking fee. Reservation is not guaranteed if made less than 2 business days in advance. All reservations and payments must be made by noon the business day before departure.
- Not showing up at your scheduled time is considered a no-show and is non-refundable.
 - For round trips, a no-show on the outbound trip automatically cancels the return trip with no refund.

Reservation Changes

- Change requests made 2 business days or more before travel are free.
- Requests made within 2 business days are not guaranteed and incur a \$25 change fee.
- Reservations made within 24 hours of departure are non-refundable.

Cancellations

- Cancellations 2 business days prior: \$15 cancellation fee.
- Cancellations 1 business day prior: 50% refund.
- Cancellations with less than 8 business hours' notice: no refund.
- If Missouri S&T Parking and Transportation Services cancels your reservation, you will receive a full refund.

Payment Policy

- A payment link will be located at the end of your registration.
- Payment is required before your travel.
- Payment methods:
 - Online: credit card or debit card
 - Parking & Transportation Services Office (1200 N Pine St, Rolla, MO 65409): cash, check, credit, or debit

Baggage Policy

Each rider may bring:

- 2 carry-on bags (22 × 14 × 9 inches; must fit under the seat) and one small personal item
- 2 checked bags (up to 62 linear inches)
- Riders must load/unload any bag over 50 lbs.

Airport Pickup Policy

- Riders must be outside the terminal at their scheduled pickup time.
- Please allow time to deplane and collect luggage.
- Drivers must leave on schedule.
 - If you miss your departure, you will be placed on standby for the next shuttle if space allows.
 - Seat availability on later shuttles is not guaranteed.
- Flight delays and cancellations do not change refund or cancellation policies.
- If you know your flight will be delayed, call 573-341-4303 or 573-647-1701 immediately.
 - A driver may wait, depending on availability; wait time is \$25 per hour.
 - If your new arrival time is less than 30 minutes before departure, you must book a later shuttle.
- If a shuttle pickup is missed or delayed due to the university's actions or schedule, we are not responsible for any resulting fees or charges.

VIP Shuttle Service

- Exclusive-use airport shuttles are available for \$450 one way.
 - 8 carry on bags and 8 checked bags are included in this fee.

Passenger Code of Conduct

- Passengers are expected to always behave respectfully toward drivers and fellow passengers.
- Children must remain seated while the vehicle is in motion and be supervised by a responsible adult.
- Seat belts must be worn at all times when provided.

- Audio from personal electronic devices must be used with headphones; phones may not be used on speaker.
- Excessive noise, disruptive behavior, or inappropriate language is not permitted.
- Aisles and exits must remain clear of personal belongings.
- Food and beverages may be restricted at the driver's discretion.
- Smoking, vaping, and the use of alcohol or illegal substances are prohibited.
- Passengers must follow all instructions given by the driver or transportation staff.
- The university reserves the right to deny or revoke shuttle access for violations of this code.

Procedure for Unruly or Disruptive Passengers

- Initial Warning
 - The driver or transportation staff will issue a clear verbal warning to the passenger, requesting compliance with the Passenger Code of Conduct.
- Second Warning and Documentation
 - If the behavior continues, a second warning may be issued, and the incident may be documented for review by the university.
- Service Refusal or Removal
 - If the passenger remains noncompliant or poses a safety risk, the driver may refuse service or require the passenger to exit the vehicle at a safe location.
- Immediate Safety Concerns
 - In cases involving threats, violence, or behavior that endangers others, the driver may stop the vehicle, contact university authorities or local law enforcement, and suspend service as necessary.
- Follow-Up Actions
 - Repeated or severe violations may result in suspension or permanent loss of shuttle privileges, subject to university review.

Child Passenger Policy — No Exceptions

- Children under 4 years old or under 40 lbs must use a child safety seat.
- Children ages 4–7 and at least 40 lbs must use a safety seat or booster unless they weigh 80 lbs or are 4'9" tall.
- Children 8 years or older, 80 lbs or more, or 4'9" or taller must use a seatbelt or booster.
- Riders must provide their own child safety seat.
- Failure to provide the proper seat results in denied transportation with no refund.

Weather Policy

- Shuttle service may be delayed or canceled during hazardous weather conditions.
- If weather impacts your scheduled shuttle, Parking and Transportation Services will notify you as soon as possible using the contact information provided in your reservation.
- If Missouri S&T cancels your shuttle due to weather, you will receive a full refund.
- If the shuttle is operating but you choose to cancel due to weather, the standard cancellation policy applies.

Procedure for Vehicle Mechanical Issues or Breakdowns

- Immediate Safety Measures
 - The driver will safely pull the vehicle to the side of the road or a secure location, activate hazard lights, and ensure all passengers remain safely seated unless evacuation is required.
- Notification
 - The driver will immediately notify the Parking and Transportation Services On-Call Staff Member and provide details of the issue, location, and passenger status.
- Assessment and Assistance
 - If the issue cannot be resolved on-site (e.g., flat tire, mechanical failure), roadside assistance or a tow truck will be requested as appropriate.
- Alternative Transportation
 - When necessary, an alternative vehicle will be dispatched to ensure passengers reach their destination safely.
- Passenger Communication
 - Passengers will be informed of the situation, expected delays, and next steps in a timely and professional manner.
- Incident Documentation
 - The driver will document the incident and any actions taken and submit the report to Parking and Transportation Services upon completion of the trip.

Event Policy

- Shuttle schedule may be changed due to campus events. Any change will be posted at least two weeks before the event.

Disclaimer

- Missouri S&T is not responsible for lost, stolen, or damaged luggage or other personal items.
- Missouri S&T is not responsible for vehicles parked on campus or elsewhere.
- Missouri S&T is not liable for delays or cancellations caused by weather, road conditions, or mechanical issues