



## **AMS Safewalk Policy**

- Safewalk is available to anyone and everyone on campus, including (but not limited to) students, faculty, staff, and visitors.
- Safewalk callers are limited to two transfers per night, with a minimum of 30 minutes from the time their first transfer is completed. This ensures that Safewalk can serve more people and all customers are given an equal opportunity to utilize the Service.
- Please keep your eyes on your phone until we arrive. We will call when we are on our way to get you.
- If you change your mind or no longer need the service, please cancel the request right away by calling our dispatch team. All clients are given a grace period of 5 minutes from the first time we call. Not showing up to the pickup destination within the grace period, will result in our team moving on to the next customer.
- Safewalk reserves the right to deny service to groups of two or more people going to the same location. Due to the high volume of calls, we must prioritize those people who are alone first.
- In order to keep the Safewalk vehicles in good shape, clients are not permitted to bring open food or beverages into the vehicle. Beverages in closed containers are permitted.
- Please don't wait until the end of the night to call. Generally, we get an influx of calls in the last hour of the night, which leads to longer wait times for everyone. Please plan your night ahead!

### **AMS Safewalk operates with a non-intervention policy and our staff reserves the right to refuse service if:**

- You appear to be under the influence of drugs or alcohol and cannot care for yourself or consciously consent to a ride.
- There are concerns about the safety of our personnel or equipment.
- You are travelling in a group of 2 or more to the same destination

### **As of November 1, 2016, AMS Safewalk will be operating a suspension policy:**

- Breaking any of our policies stated above will result in one warning.
- Subsequently, three warnings will result in a one-week suspension from utilizing the service.
- One warning after a one-week suspension will result in a suspension from utilizing the service for the remainder of the term.