

Memorial University of Newfoundland

Shuttle Passenger Terms of Use

01. Authority

- 1.1 The University shuttle bus operates under the authority of, and is governed by the regulations set forth by, the Department of Facilities Management.
- 1.2 Any member of the University student-body, faculty, staff, or visitors may use the shuttle service. Seating will be on a first-come, first-serve basis.
- 1.3 All persons using the shuttle bus facilities are subject to the regulations detailed herein, in addition to any other documents which govern the shuttle bus services. By using this bus service, passengers agree to abide by these regulations.
- 1.4 Knowledge and understanding of these regulations are the responsibility of all users of the shuttle bus.
- 1.5 The Terms of Use are subject to change at the discretion of Facilities Management, as necessary.

02. Schedule

- 2.1 The shuttle bus will operate on a set schedule, which will be posted on <http://www.mun.ca/sustain/initiatives/transportation.php>.
- 2.2 The shuttle bus will not operate on weekends or during the following University holidays:

Mid-March Holiday:	Monday nearest to March 17.
Good Friday:	Friday before Easter in the Canadian Calendar.
Victoria Day:	Monday on or before May 24.
Discovery Day:	Monday nearest to June 24.
Memorial Day:	July 1 or, if falls on weekend, the following Monday.
Mid-July Holiday:	Monday nearest to July 12.
Regatta Day:	First Wednesday of August, or as designated by city.
Labour Day:	First Monday of September.
Thanksgiving:	Second Monday of October.
Remembrance Day:	November 11 or, if falls on weekend, the following Monday.
Christmas Break:	December 25 – January 4

- 2.3 Shuttle arrival and departure times are approximate. Passengers are advised to carefully plan ahead for potential delays if they are required to be at a particular location at a specific time.
- 2.4 If the shuttle bus is ready to leave at the scheduled departure time, it must do so to maintain its schedule for the day. Passengers are advised to arrive at least 5 minutes prior to the scheduled departure time as the bus will not wait for passengers who are not ready to board at this time.

- 2.5 The shuttle bus will not leave a location prior to the scheduled departure time unless absolutely necessary. However, the decision to do so is at the discretion of the driver.
- 2.6 Schedules are subject to modification by Facilities Management at their discretion. While advance notice of any modifications will be attempted, this may not always be possible.
- 2.7 Access to those who wish to use the shuttle bus is not guaranteed at the time most convenient, seats are filled on a first-come, first-serve basis until the designated maximum capacity is reached.
- 2.8 The shuttle does NOT make any unscheduled or amended stops upon request of passengers.
- 2.9 Memorial University is not responsible for service disruptions or delays, including but not limited to those caused by weather, traffic, issues with the bus, or factors related to the drivers.

03. Routes

- 3.1 Shuttle routes are subject to modification by Facilities Management at their discretion.
- 3.2 The shuttle will only stop at designated locations, as indicated on the schedule.
- 3.3 Shuttle routes between designated stops may change throughout a given day based on factors such as traffic patterns, reports of delays, weather, access, etc., at the discretion of the driver.
- 3.4 Memorial University is not responsible for service disruptions or delays resulting from any decision of the driver related to routes taken at a given time.

04. Fares

- 4.1 At present, there is no fare in place for using this shuttle service. However, the University may decide, at any time, to implement a fare system of any type at its discretion.
- 4.2 All passengers of the bus must pay any required fares prior to entering the bus. No exceptions.
- 4.3 All fares must be paid using the payment method required by the University. No exceptions.
- 4.4 Shuttle bus fares are not refundable, for any reason, once paid.
- 4.5 Shuttle bus fares may be changed at any time at the discretion of Facilities Management.

05. Accessibility

- 5.1 The bus used for this shuttle service is wheelchair accessible.
- 5.2 If you require use of the wheelchair lift and 4-point wheelchair securement system, please notify the bus driver upon arrival.

06. Boarding & Exiting

- 6.1 Shuttle passengers are expected to wait in an orderly line for the bus at the designated stop in order to ensure entry on a first-come, first-serve basis. Do not crowd the door to the bus.
- 6.2 Passengers must wait for the shuttle to come to a full stop and doors open before approaching the bus.
- 6.3 Please allow passengers who are exiting the bus do so before trying to board. The driver will signal once the bus is ready to take on new passengers.
- 6.4 When exiting the bus, please do not stand up to exit until the bus comes to a complete stop.
- 6.5 When entering the bus, please pay any fares (if required) and wait for the driver to signal to proceed.
- 6.6 If the driver indicates that you may not enter the bus for any reason, please calmly exit the bus immediately to allow other users to get on.
- 6.7 Do not interfere with traffic while waiting for, entering, or exiting the bus.
- 6.8 Memorial University is not responsible for any injuries to persons or damages to property sustained while waiting for, entering, or exiting the bus.

07. Rules & Regulations

- 7.1 The number of passengers may not exceed the number of available seats.
- 7.2 Passengers under the age of 16 must be accompanied by an adult.
- 7.3 All bags/items must be stored safely and securely while the bus is moving.
- 7.4 Large items (such as bicycles and suitcases) are not permitted on the bus. The driver may restrict/deny any item from being carried onto the bus.
- 7.5 Passengers must be sitting down with seatbelts on while the bus is in motion.
- 7.6 Passengers are responsible for keeping the bus clean and tidy.
 - a) Passengers are to remove their trash when exiting the bus.
 - b) Passengers are to wipe up or clean any spills or other messes prior to exiting.
- 7.7 No lying down or placing of feet on the seats is permitted on the bus.
- 7.8 No open beverages are permitted on the bus. Only water bottles, travel mugs, or other drinking containers with sealable or screw-top lids are permitted.
- 7.9 No eating is permitted on the bus. Due to potential food allergies, trash, or choking hazards, all food must be sealed in packaging or stored in a sealed container while on the bus.

- 7.10 No fighting, bullying, or other harassment of the driver or other passengers will be tolerated. Please show respect to others in both your words and actions.
- 7.11 As per MUN's scent-free policy, please refrain from wearing scented products on the bus.
- 7.12 Absolutely no smoking, use of illicit drugs, or consumption of alcoholic beverages will be tolerated.
- 7.13 Please keep all in-person or telephone conversations at a low volume so as to not disturb others.
- 7.14 Headphones must be worn by passengers using any audio or video devices.
- 7.15 Please keep all parts of your body and all objects inside of the bus at all times.
- 7.16 If you choose to open a window, please remember to close it prior to exiting the bus.
- 7.17 Do not open any emergency exits unless necessary to do so during an emergency.
- 7.18 Passengers engaging in rowdy or disruptive behavior, or using profanity, may be asked to immediately leave the bus, regardless of location, at the discretion of the driver.
- 7.19 Passengers will be held responsible for any damages to University property resulting from improper behavior or failure to adhere to the Terms of Use.
- 7.20 Any passenger found willfully damaging or vandalizing University property may be held liable and/or subject to prosecution.
- 7.21 Please do not do anything to distract the driver while the bus is in operation.
- 7.22 Please listen to the driver at all times.
- 7.23 In the event of an emergency, please follow the driver's instructions.
- 7.24 Any violation of shuttle Terms of Use may result in withdrawal of shuttle privileges.

08. Lost and Found

- 8.1 Any items found on the shuttle bus may be held on the bus for a limited time, up to one week, to provide passengers the opportunity to make a claim to the driver during a subsequent run.
- 8.2 Larger items, or those considered too valuable to keep on the bus, will be turned over to Campus Enforcement and Patrol and dealt with as per University policy for lost and found items.
- 8.3 No item will be turned over to any person unless a reasonable description of that item or proof of ownership can be provided.

09. Waiver of Liability

- 9.1 Neither Memorial University of Newfoundland, its employees, nor any staff employed by a 3rd party and performing work on behalf of the University, shall be responsible for loss or damage to any property, however caused.
- 9.2 Neither Memorial University of Newfoundland, its employees, nor any staff employed by a 3rd party and performing work on behalf of the University, shall be responsible for personal injury or related damages, however caused.
- 9.3 All passengers who choose to ride on the shuttle bus, or to carry any item with them on the bus, do so at their own discretion.

10. Service Disruption

- 10.1 The University shuttle service will be automatically shut down in the event of a closure of the University's main campus, for any reason, until such time that the campus officially re-opens. If one of the locations serviced by the shuttle closes, the shuttle service may cease operations.
- 10.2 Disruptions to service may occur under any of the following circumstances:
 - a) Scheduled maintenance, inspections, or other downtime for the shuttle bus itself.
 - b) Unscheduled maintenance or other downtime for the shuttle bus itself.
 - c) The unavailability of a driver to operate the shuttle bus for any reason.
 - d) Inclement weather/unsafe driving conditions, as determined by Facilities Management.
 - e) Any other unforeseen circumstance that may require a disruption to service.
- 10.3 In the event of any disruption or cancellation of service, notice will be sent to users via the shuttle email list (shuttle@mun.ca).
- 10.4 Memorial University will not be held responsible in the event that false information is communicated about the operating status of the shuttle bus or if disruption occurs without any communication.
- 10.5 While the University will work to minimize any disruptions to service, such disruptions may occur for any period of time. The University is not responsible to provide alternative service in the event of a disruption.
- 10.6 In the event that something happens to the bus mid-run that results in its inability to complete the run, the University will not be held responsible for completing the run as planned or scheduled. While accommodations may be made in some situations to drop passengers at a suitable location, this cannot be guaranteed and passengers may be responsible for their own transportation.
- 10.7 The provision of this shuttle service is considered a privilege and, as such, Memorial University will not be held responsible for any negative consequences resulting from any disruption to this service.

- 10.8 The University will not be held responsible for the payment or reimbursement of monies paid for alternative modes of transportation used by passengers in the event of a service disruption. Any reimbursements provided is at the sole discretion of each sponsoring unit.
- 10.9 Memorial University reserves the right to disrupt or cancel this service at any time and for any reason, without penalty.

Contacts/Communications

- 11.1 In the event of an **emergency**:
- a) On the bus: Please alert the driver immediately and follow instructions.
 - b) On main campus: Please call CEP at 864-4100.
 - c) Any other location: Please call 911. Follow-up with CEP at 864-4100.
- 11.2 For updates on potential **shuttle disruptions and other shuttle communications**:
- a) Any user may sign up for shuttle email notifications by emailing shuttle@mun.ca; Check email prior to use.
 - b) Updates to Signal Hill Campus users will be provided through the means indicated to them by Signal Hill Campus staff.
 - c) Updates to OSC users will be provided through the means indicated to them by OSC staff.
 - d) Updates to Marine Institute users will be provided through the means indicated to them by MI staff.
 - e) Download the [MUN Safe](#) app for notifications of any potential campus closures.
- 11.3 For **lost and found**:
- a) Please inquire about missing items with the shuttle bus driver on duty.
 - b) Call the Campus Enforcement & Patrol 24-hour dispatch line at 864-8561.
 - c) Visit Campus Enforcement & Patrol at FM-1019, Monday to Friday, 8:00 a.m. – 4:00 p.m.
- 11.4 To provide constructive **feedback** on the shuttle service:
- a) Please direct all service compliments, issues, or other feedback to shuttle@mun.ca.