29-PSP Ride Policy (October/2026)

This policy outlines the rules, procedures and liability for using ride services provided by 29-PSP. It is designed to promote safety, equity, and accountability for all riders and drivers.

I acknowledge and agree with the following:

1. Eligibility

Transportation services are available to:

• Personnel and their dependents who are flying into or out of Palm Springs International Airport (PSP) for personal reasons (e.g., approved leave or family visits) and who are not eligible for travel reimbursement. 29-PSP does not provide local transportation for off-base liberty, recreation, or non-airport transit to Palm Springs.

• Eligible riders must be pre-registered and approved by 29-PSP

• Riders must fly into or out of the Palm Springs International Airport (PSP). Personnel traveling on official orders who are eligible for ground transportation reimbursement will only be accommodated on a case-by-case basis, which is strictly dependent on 29-PSP's volunteer driver availability.

2. Registration Process

All riders must:

• Complete online rider request form for approval

• Agree to 29-PSP liability waivers

• Provide emergency contact and medical information, if necessary

• Update their information regularly or as needed

3. Scheduling a Ride

• Rides must be requested at least 48 hours in advance

• Rides can only be requested online at www.29-psp.org

• Availability is based on volunteer driver schedules and service capacity

4. Fees

• Rides are complimentary because they're funded by donations and grants.

5. Rider Responsibilities

• Be ready at the agreed pickup time and location

• Always wear seat belts.

• Maintain respectful behavior toward volunteer drivers and other riders

• No weapons, illegal drugs, smoking, eating, or drinking in the vehicle

• Changes and cancellations must be made in advance when possible

8. Volunteer Driver Responsibilities

• Maintain a valid driver's license, insurance, and clean driving record

• Complete background checks and required training as required for compliance with applicable insurance and statutory regulations

• Follow all traffic laws and safety protocols

• Maintain a clean and safe vehicle

9. Cancellations and No-Shows

• Riders who fail to show for a booked ride will be a "no-show" and will be suspended from service

• Reinstatement require approval by the 29-PSP Board Members

10. Accessibility and Accommodations

• Vehicles may accommodate mobility aids, such as walkers or wheelchairs

• Service animals are allowed with advance notification and approval

• Riders needing special assistance must request service in advance for approval

- **Unaccompanied Minors: Dependents aged 15 or older may travel unaccompanied. Dependents under 15 must be accompanied by an adult (18 or older) without exception.**

11. Inclement Weather or Emergencies

• Rides may be canceled or rescheduled during severe weather or emergencies

• Riders will be notified as early as possible

12. Sharing Suggestions, Comments, Concerns or Complaints

• Send an email to hello@29-psp.org

13. Policy Updates

This policy is reviewed annually and may be updated based on organizational needs, legal changes, or community feedback.

14. Voluntary Participation: I am voluntarily participating in requesting a ride from 29-PSP and understand the risks involved, including the possibility of injury, illness, or property damage.

15. Assumption of Risk: I accept full responsibility for all risks, known or unknown, involved in this activity/service, including any arising from negligence by 29-PSP and volunteer drivers.

16. Release of Liability: I hereby release, discharge, and hold harmless 29-PSP and its board members, employees, volunteers, and affiliates from all claims, liabilities, demands, actions, or causes of action related to any loss, damage, or injury that may occur because of participation.

17. Medical Treatment: I authorize 29-PSP to provide or secure medical treatment deemed necessary, and I agree to be responsible for any related costs.

18. Photography Release: I consent to the use of any photos or videos taken by 29-PSP during the activity for promotional or marketing purposes.

19. Legal Capacity: I affirm that I am at least 18 years old and legally competent to agree to this release, or if an unaccompanied minor, my legal guardian agrees to this release.

Contact Information

- **Mail: 29-PSP - 1775 East Palm Canyon Drive, Suite 110-50, Palm Springs, CA 92264**
- **Email: hello@29-psp.org**