

EXPRESS DELIVERY SERVICES

ITL SERVICES provides safe, reliable, and professional **Passenger Ambulatory Transport Services** for individuals requiring non-emergency transportation assistance throughout our approved Florida service area.

Passenger Ambulatory Transport Services are designed for individuals who are able to walk independently or with minimal assistance and require dependable transportation to personal, medical, professional, or community-related destinations.

This service prioritizes speed, professionalism, and customer safety while ensuring passengers are picked up and dropped off as efficiently as possible without compromising operational safety standards.

APPROVED TRANSPORT PURPOSES

Passenger Ambulatory Transport Services may include transportation to and from:

- Medical appointments
- Rehabilitation or therapy sessions
- Dialysis-related appointments (non-medical transport only)
- Grocery stores and pharmacies
- Employment or educational locations
- Airports, bus stations, or transit connections
- Personal errands and community activities
- Government or social service appointments
- Family visits or approved personal destinations

IMPORTANT SERVICE NOTICE

ITL SERVICES Passenger Ambulatory Transport Services are strictly **NON-EMERGENCY transportation services**.

ITL SERVICES:

- Is NOT an ambulance provider

- Does NOT provide emergency medical services
- Does NOT provide medical monitoring or treatment
- Does NOT transport stretcher-bound passengers
- Does NOT administer medication or healthcare assistance
- Does NOT provide clinical supervision during transport

Passengers requiring emergency medical attention should immediately contact 911 or the appropriate emergency response provider.

SERVICE AREA & TRANSPORT RADIUS

ITL SERVICES operates within a **maximum 100-mile transport radius** from pickup and drop-off locations across:

- Hillsborough County
- Manatee County
- Polk County
- Pinellas County
- Pasco County

Out-of-Area Transport Requests

Transportation requests exceeding the approved 100-mile operational radius:

- Are not considered standard service requests
- May require custom approval and pricing
- May be declined based on operational capacity or scheduling limitations

PASSENGER TRANSPORT PRICING STRUCTURE

Passenger Ambulatory Transport Services are priced based on:

- Mileage distance
- Transport duration
- Scheduling demand
- Operational conditions
- Wait time requirements

Standard Pricing Range

- **\$20 – \$95** depending on mileage and transport conditions

Base Mileage Pricing:

- **1–10 miles:** \$20
- **11–25 miles:** \$35
- **26–50 miles:** \$60

ADDITIONAL MILEAGE & EXTENDED TRANSPORT FEES

For transportation exceeding the originally scheduled mileage range within the approved service area, additional fees may apply.

Additional Mileage Fee

- **\$2.00 – \$3.25 per additional mile**

Additional mileage pricing may vary based on:

- Fuel costs
- Traffic conditions
- Driver availability
- Route complexity
- Extended travel time

Extended Service Area Requests

Any transport request approaching or exceeding the 100-mile operational limit may include:

- Return-trip compensation fees
- Driver time extension charges
- Custom scheduling fees
- Additional operational surcharges

RATE ADJUSTMENT CONDITIONS

Transport rates may increase under the following circumstances:

Peak Hour Scheduling

Additional fees may apply during:

- Morning rush hours
- Afternoon/evening commuter periods
- High-demand operational periods

Weekend & Holiday Transport

Transport scheduled during:

- Weekends
- Federal holidays
- High-demand holiday periods

May be subject to increased rates or limited availability.

Additional Operational Charges May Include:

- Excessive wait times
- Multiple unauthorized stops
- Last-minute scheduling requests
- Route modifications after trip confirmation
- Vehicle cleaning fees caused by passenger negligence or misconduct

PASSENGER AMBULATORY TRANSPORT CONDITIONS

To maintain safe and efficient operations, all passengers must comply with the following service conditions.

Passenger Limit Policy

- Only ONE consumer/passenger is permitted per scheduled Passenger Ambulatory Transport Service unless otherwise approved by ITL SERVICES.
- Unauthorized additional passengers are prohibited without prior authorization.

Item & Personal Property Conditions

Passengers transporting personal property must:

- Secure all items in a sealed box or approved container
- Maintain control of personal belongings during transport

ITL SERVICES reserves the right to refuse transport of:

- Oversized items
- Unsafe items
- Unsecured property
- Restricted or prohibited materials

For additional restrictions, refer to the official guide: ITL SERVICES Guide

PASSENGER RESPONSIBILITIES

Passengers agree to:

- Arrive prepared and ready at the scheduled pickup time
- Conduct themselves respectfully toward drivers and staff
- Wear seatbelts at all times during transport
- Comply with all vehicle safety policies
- Avoid disruptive, violent, threatening, or unlawful conduct

ITL SERVICES reserves the right to terminate transport services immediately if passenger behavior creates:

- Safety concerns
- Operational disruptions
- Threats to staff or vehicle safety

WAIT TIME POLICY

Passengers are expected to be available at the confirmed pickup location at the scheduled time.

Standard Wait Time

- Drivers may allow a limited courtesy wait period

Excessive Wait Time

Failure to appear within the designated wait period may result in:

- Additional wait-time charges
- Trip cancellation
- Non-refundable service fees

VEHICLE SAFETY & CLEANLINESS POLICY

Passengers must maintain reasonable cleanliness and safety standards while using ITL SERVICES vehicles.

The following are prohibited:

- Smoking or vaping
- Illegal drug or alcohol use
- Open containers of alcohol
- Dangerous or threatening conduct
- Intentional vehicle damage

Passengers may be held financially responsible for:

- Excessive cleaning costs
- Property damage
- Biohazard cleanup caused by negligence or misconduct

LIABILITY WAIVER & TRANSPORT LIMITATIONS

By using Passenger Ambulatory Transport Services, passengers acknowledge and agree that:

- ITL SERVICES provides non-emergency transportation only
- Passengers assume responsibility for their own medical condition and mobility limitations
- ITL SERVICES is not liable for injuries resulting from undisclosed medical conditions or passenger negligence
- ITL SERVICES is not responsible for delays caused by traffic, weather, accidents, or circumstances beyond operational control

RIGHT TO REFUSE OR TERMINATE SERVICE

ITL SERVICES reserves the right to:

- Refuse transport requests
- Deny service to unsafe or non-compliant passengers
- Cancel or terminate service due to operational, behavioral, or safety concerns
- Modify routes or schedules when necessary

FORCE MAJEURE NOTICE

ITL SERVICES shall not be held liable for delays or service interruptions caused by:

- Severe weather
- Traffic accidents
- Government restrictions
- Road closures
- Natural disasters

- Mechanical failures beyond reasonable control

ACKNOWLEDGEMENT OF TERMS

By scheduling or using ITL SERVICES Passenger Ambulatory Transport Services, passengers acknowledge that they:

- Have read and understood these service conditions
- Agree to all operational policies and pricing terms
- Accept all liability limitations and transport conditions
- Understand the non-emergency nature of services provided