



## Shuttle Service FAQs

**Q1:** How do I sign up for the shuttle service?

**A1:** Fill out Shuttle Service request Form.

**Q2:** Can I sign up for partial week?

**A2:** The partial week requests will be placed on a waitlist until the registration deadline.

**Q3:** How do I know my student is confirmed for the seat?

**A3:** We required having a minimum of 7 riders to confirm the route. If there are more than 14 students requesting the service, the first 14 students who submitted the form will receive the service.

**Q4:** How much does it cost?

**A4:** The cost is listed on the registration form.

**Q5:** What are the payment options?

**A5:** You may select to pay it in full or monthly.

**Q6:** What payment methods do you accept and where do I pay it?

**A6:** We accept cash, check, credit card, or FACTS (most set up auto pay on Incidental Billing). You may pay the monthly fee at school or mail a check to the District Office at PO BOX 58249, Renton, WA 98058.

**Q7:** When is the payment due?

**A7:** Payment is due the 25<sup>th</sup> of each month.

**Q8:** What if my student is absent?

**A8:** The shuttle fare is non-refundable. There is no credit being applied if it is a no-show or miss the shuttle.

**Q9:** How do I change or cancel my service?

**A9:** Send an email to [transportation@rainierchristian.org](mailto:transportation@rainierchristian.org) 10 days prior to the change date.

**Q10:** Can I transfer my shuttle service or credit to another students?

**A10:** The service and credit are non-transferable. All riders must have their parents signed up for the service.

**Q11:** Can my student have some snacks and breakfast on the shuttle?

**A11:** In order to keep the shuttle clean, consuming food/drink is not allowed while on the shuttle.

**Q12:** What is the protocol during Covid-19?

**A12:** All riders must wear a face mask all time. Requirement may change depending on local health metrics and CDC guideline.