



## TRAVELWISE 9A9F ; 9B7 MRIDE HOME

As an employee at a participating TravelWise workplace, you are eligible for Ride Home reimbursement. If you have an unforeseen emergency on any day you use a sustainable method to commute to work, you can request reimbursement of up to \$75 (inclusive of all applicable taxes), for your emergency transportation costs. **Ensure you retain all emergency transportation receipt(s).** If you don't know whether you qualify, review the program terms and conditions on the next page.

### Follow these steps to request a reimbursement:

1. Review terms and conditions on the next page to see if your request is eligible.
2. Fill out all fields on this form. We recommend keeping a copy of this form and receipt(s) for your records.
3. Print, scan and email your emergency transportation receipt(s) to:

**John Hill**  
**TravelWise@RegionOfWaterloo.ca**

Please allow 4 to 6 weeks to receive reimbursement by cheque. For more information, speak with your TravelWise workplace coordinator, or email us at [travelwise@regionofwaterloo.ca](mailto:travelwise@regionofwaterloo.ca).

<b>Name of Your Employer</b>	
<b>Your Full Name</b> Provide your first and last name.	

<p><b>Your Email Address</b> Provide at least one way for us to contact you.</p>	
<p><b>Your Phone Number</b> Provide at least one way for us to contact you.</p>	<p>— — Ext:</p>
<p><b>Mailing Address</b> Provide your full mailing address, including unit or apartment number, street address, city and postal code. We need your address to mail your reimbursement cheque.</p>	
<p><b>Your Supervisor</b> Provide this in case we need to verify your claim.</p>	
<p><b>Supervisor's Work Phone Number</b> Provide this in case we need to verify your claim.</p>	<p>— — Ext:</p>
<p><b>Date Emergency Ride Used</b> Indicate the date you used an emergency ride.</p>	
<p><b>Time Emergency Ride Used</b> Indicate the date you used an emergency ride.</p>	

<p><b>Reason for Emergency Ride</b> Explain the reason you required an emergency ride.</p>	
<p><b>Origin</b> Indicate the origin of your emergency ride.</p>	
<p><b>Destination</b> Indicate the final destination of your emergency ride.</p>	
<p><b>Type of Ride Used</b> Check all that apply.</p>	<input type="checkbox"/> Taxi <input type="checkbox"/> Rental Car <input type="checkbox"/> Public Transit <input type="checkbox"/> Other
<p><b>REIMBURSEMENT AMOUNT REQUESTED</b> Specify total dollar amount of the claim. This cannot exceed \$75.</p>	
<p><b>Signature</b> You must sign this form to indicate you vouch that all information on this form is truthful and correct, and that you agree with all Emergency Ride Home terms and conditions.</p>	

## 9a Yf[ YbWnRide Home Terms and Conditions

1. A "TravelWise workplace" is defined herein to mean any workplace that has entered into a TravelWise Program Services Agreement with The Regional Municipality of Waterloo (the "Region").

2. Any commuter at a participating TravelWise workplace is eligible for Ride Home (“ERH”) if they used a sustainable mode of commuting on the day they require a ride home. Sustainable modes of commuting include transit, carpooling, vanpooling, cycling, walking, or any other alternative to single-occupant vehicle travel.
3. Pre-registration is not required for commuters at TravelWise workplaces to be eligible.
4. Commuters may use ERH for any distance, routing and stops they prefer, but will only be reimbursed to a maximum of \$75 per ride (inclusive of all applicable taxes). Commuters are responsible for initial payment of all costs, and are responsible for costs exceeding the maximum.
5. Commuters may only use ERH for unplanned reasons. The Region reserves the right to track individual usage and verify the reason for rides. Only rides from work to home, work to hospital, or work to car qualify for ERH coverage in the following situations:
  - a. Personal or family illness, accident, injury or emergency situation;
  - b. Unscheduled overtime, approved by a supervisor; or
  - c. Unplanned absence of a carpooling partner due to his or her having to leave early or stay late unexpectedly.

Situations where travel could have been arranged in advance do not qualify for ERH coverage. Other situations that do not qualify for ERH include, but are not limited to:

- a. Pre-planned overtime known to commuters;
  - b. Overtime performed without a manager request;
  - c. Pre-planned medical or personal appointments;
  - d. Pre-planned or known absence of a carpool partner;
  - e. Business travel;
  - f. Personal errands;
  - g. Missed transit connections;
  - h. Transit delays or cancellations;
  - i. Weather-related emergencies;
  - j. Natural disasters;
  - k. Building closures; and
  - l. Power outages.
6. The number of rides commuters can take per year is limited to four (4). The Region reserves the right to track individual usage and verify multiple rides for individual commuters within a single year.

7. There are no limits on the type of transportation commuters can choose for an emergency ride. Commuters may use multiple methods during the ride home (such as a taxi trip, then a GO Transit trip).
8. When requesting reimbursement, commuters must submit the following:
  - a. Company name;
  - b. Name, e-mail address and phone number;
  - c. Mailing address for reimbursement;
  - d. Supervisor name and work phone number;
  - e. Date and time of emergency ride home;
  - f. Reason for emergency ride home;
  - g. Origin and destination;
  - h. Type of ride vendor(s) used;
  - i. Total requested reimbursement (to \$75 maximum);
  - j. Scanned ride receipt(s) (Please keep original for your records); and
  - k. A signature, indicating the commuter vouches that the information is accurate and honest, and agrees to these terms and conditions.
9. Commuters may submit claims, together with scanned receipt(s), via email to [TravelWise@RegionOfWaterloo.ca](mailto:TravelWise@RegionOfWaterloo.ca)
10. Both online and downloadable forms will be available at [www.regionofwaterloo.ca/travelwise](http://www.regionofwaterloo.ca/travelwise) (the "TravelWise Website"), and will provide instructions for submission.
11. The Region takes no responsibility for lost, misdirected, incomplete, or illegible claims or receipts or for failure of the Website, for any problems or technical malfunction or any computer online systems, servers, access providers, computer equipment, software, failure of any email or traffic congestion on the internet or at any Website, or any combination thereof including any injury or damage to an applicant's or any other person's computer related to or resulting from using or downloading any material in this Emergency Ride Home program. The Region reserves the right, in its sole discretion, to cancel or suspend the email portion of this Emergency Ride Home program should a virus, bug or other cause beyond the reasonable control of the Region corrupt the security or proper administration of the Emergency Ride Home program. Any attempt to deliberately damage any Website or to undermine the legitimate operation of this Emergency Ride Home program is a violation of criminal and civil laws, and should such an attempt be made, the Region reserves the right to seek remedies and damages to the fullest extent permitted by law, including criminal prosecution.