

# TransHelp Travel Tips

We want you and your fellow passengers to have a positive experience every time you travel with us. Follow the tips below to help the service run efficiently so you can enjoy safe and timely transportation to your destination.

**T**rips for the day are automatically cancelled once a trip is missed. Call 905-791-1015 to reschedule any trips you still need if you miss a trip.

**R**amps, walkways and driveways **must be clear of snow, ice and household items.**

**A**lways wear your seatbelt.

**N**o longer need a trip? **Cancel online** by logging into **peelregion.ca/transhelp** or use **Interactive Voice Response** by calling **905-791-1015**, and press **1**.

**S**tay within the **three-bag limit** and ensure you, your support person or companion can carry them.

**H**ave an adequate supply of **medication, oxygen and snacks in case of travel delays** as you can be on the bus for up to 90 minutes (Possibly longer in severe weather, heavy traffic or when travelling distances of more than 30 km).

**E**nsure you're **ready to go at the start of your 30-minute pick-up window.**

**L**et us know if you no longer need a trip. **Cancel by midnight the day before your scheduled trip** to ensure you are not charged the fare.

**P**erfumes and colognes are **not recommended** as fellow passengers can be scent sensitive.

**Bonus tip!** For your safety and the safety of your driver, please turn your outside lights on when it's dark outside.

Learn more tips at **peelregion.ca/transhelp** or call **905-791-1015**.