

SCHEDULE

Monday through Friday

Between 7:30 a.m. to 5 p.m.

EVENING

Thursday night

until 10 p.m. for the following area:
Austin, Ayer's Cliff, Bolton Est, Canton
d'Orford, Canton de Hatley, Eastman,
North Hatley and Stanstead.

Friday night

until 10 p.m. for the following area:

- Magog (Canton, town and Omerville)
- Ste-Catherine de Hatley.

Saturday and Sunday

10 a.m. to 11 p.m. (cancellation can be
made directly with the taxi company,
819 843-3377).

PARATRANSIT FARES

Transportation inside MRC territory

\$3 per trip

Transportation outside MRC territory

\$3.50 per trip

Magog to Sherbrooke

\$7.75 per trip

Outside territory to Sherbrooke

\$9 per trip



YOUR way to go

CHANGE OF ADDRESS

Please notify Transport des alentours
of any change in your address or phone
number.

Also, keep us updated about any changes
in your health.

COMMENTS AND COMPLAINTS

Transport des alentours invites all
users with suggestions, comments
and complaints to call or write to us.
Please see contact info below.

819 843-3350

Fax: 819 843-3504
95, Merry Nord, local 306
Magog (QC) J1X 2E7
alentour@cgocable.ca
transportdesalentours.com



TRANSPORT DES ALENTOURS

YOUR way to go.

USER GUIDE

819 843-3350

MRC DE MEMPHRÉMAGOG

Terms of use
PARATRANSIT



PARATRANSIT

Your adapted solution

WHAT IS PARATRANSIT

Transport des alentours offers an adapted transport service for persons impaired in their mobility by physical, sensorial, intellectual or psychological handicaps.

SERVICE OFFERED

Transport des alentours offers a door-to-door adapted transport service. This means that the driver must help users to get in and off the minibus.

The driver must also help the user to reach the bus, to get in it and be seated. However, if there are more than three steps, the user must be able to do this by him or herself or with the help of a person other than the driver.

In the case of storm or ice, Transport des alentours can cancel. The dispatcher will notify users of the cancellation.

LUGGAGE, GROCERIES AND SHOPPING BAGS

For safety reasons, luggage, groceries and shopping bags are only allowed if the following conditions are met:

- Users can carry them on their own.
- Luggage or bags do not take up additional space in the vehicle.
- Users hold them or have a firm grip on them.

The driver can refuse to provide transportation if users have luggage or parcels they cannot handle themselves.

HOW TO MAKE A PARATRANSIT RESERVATION

Reservations are made at least one day in advance before 3 p.m. from Monday through Friday between 8 a.m. and 3 p.m. by calling: 819 843-3350.

For transport on Saturdays, Sundays and Mondays, the reservation is made before 3 p.m. the previous Friday.

INFORMATION REQUIRED TO MAKE A RESERVATION

- Your name ;
- The day you need transport ;
- The pick-up address ;
- The destination address ;
- The time of departure and the return time ;
- If another person will be escorting you ;
- Mobility aids used during trips — Wheelchair, walker

In the case of a medical appointment, the return will be on call if it is impossible to set the time in advance. In other cases, the return time must be known when booking.

The user can modify the reservation by calling Transport des alentours at least 24 hours in advance. The update is done if transport is available.

It is mandatory to cancel transportation as soon as you know, even if the trip is planned two days later or a few minutes before.

★ **IF FURTHER INFORMATION IS NEEDED,
DO NOT HESITATE TO GET IN TOUCH WITH US.
IT WILL BE A PLEASURE FOR US TO HELP YOU.**

USER RESPONSIBILITIES

- The user must be ready to be picked up at least 10 minutes before the confirmed time ;
- Inform in advance if you need to cancel (a penalty will be charged to the user for late cancellations without reasonable notice or at the door) ;
- No transportation or modification will be granted during the closing hours of the office, only cancellations will be accepted ;
- During the winter season, it is your responsibility to keep the access to your home cleared and de-iced (entrance, sidewalk, stairs, etc.). Otherwise, your transportation will be canceled ;
- Transport fees must be paid with the exact amount or by use of a pass ;
- No smoking, drinking or eating in the vehicles ;
- Seat belts are compulsory for all users ;
- Wheelchair users must be buckled up in their chair ;
- Users must remain seated until the vehicle comes to a complete stop ;
- The presence of a service dog or a guide dog is accepted.

AREA SERVED

Austin
Bolton-Est
Canton d'Orford
Eastman
Ste-Catherine de Hatley
Ayer's Cliff
Canton d'Hatley
Mansonville
Magog
North Hatley
Stanstead

HOLIDAYS

New Year's Day
Day after New Year
Easter Monday
Victoria Day
Quebec National Day
Canada Day
Labor Day
Thanksgiving Day
Christmas Day
Day after Christmas