

## Uber Program FAQ's

### Who can use the MassBay Uber program?

All MassBay students who are enrolled in classes for the current semester and all MassBay employees can use the Uber program.

### Can I take Uber rides to and from my house?

No – trips to or from personal residences are not allowed.

### Are the rides really free?

All rides that are within the MassBay Uber policy are fully paid for by MassBay. Rides are only allowed between specific locations and at specific times.

### Why am I being asked to enter payment information if the rides are free?

Uber requires you to have an alternate payment method on file in case you order a ride that MassBay doesn't cover. You will only be charged if you travel to a location that isn't allowed.

### How soon after signing up can I start ordering rides?

You will receive a confirmation email within 2 hours of signing up.

### I didn't receive the confirmation email. What should I do?

Make sure to check for the email in your MassBay email account, and please check your junk mail folder. The email will be from "Uber for Business" or "Business Uber." If you can't find the email after following these steps, please reach out to the Transportation Office.

### Can I tip my driver?

Tipping through the Uber app is not allowed. Please use cash if you want to tip your driver.

### Where can I take rides to and from?

The pickup and drop-off locations for each route are listed on the MassBay transportation website:

<https://www.massbay.edu/transportation>.

### When can I order Uber rides?

Rides are only available at specific times for each route. Please Note: Uber rides between the Wellesley and Framingham campuses are only available Monday-Friday from 5:00PM to 11:00PM and Saturday from 7:00AM to 11:00PM. If you need to travel between campuses before 5:00PM on weekdays, please take the Campus-to-Campus Shuttle.

### Do I need to sign up every semester?

Yes. Please check that you have the MassBay payment profile in your Uber app before ordering rides.

### Can I change my destination in the middle of my ride?

No – doing so is a violation of the MassBay Uber program rules.

### Will I be notified if I order a ride that MassBay doesn't cover?

Yes - you will get a notification that your trip is "out of policy" before your trip is confirmed.

### Is there a limit to the number of rides I can take?

No, but MassBay Uber privileges can be revoked for repeated violations of the program rules.