

Terms of Use

Last Updated: 6/16/26

1. Acceptance of Terms

By providing your mobile number and opting in to receive text messages from 712-262-7920, you agree to these Terms of Use and our Privacy Policy. These terms govern your use of our messaging services, including appointment reminders and service updates related to our transportation services.

2. Message Program Description

RIDES may send you text messages related to:

- Appointment confirmations, reminders, and updates
- Service notifications or emergency alerts
- Estimates, invoices, and payment reminders

Message frequency may vary. Message and data rates may apply depending on your mobile carrier plan.

3. Opt-In Consent

By opting in (e.g., over the phone, or in person), you consent to receive text messages from, **712-262-7920** at the phone number you provided.

You represent that you are the account holder or authorized user of the phone number you provide.

4. Opt-Out Instructions

You may opt out of receiving text messages at any time by replying **STOP** to any message. After you send **STOP**, you will receive one final confirmation message stating that you have been unsubscribed.

If you wish to rejoin our messaging program, you may text **START** at any time.

5. Help and Support

For help, reply **HELP** to any message or contact us directly at:
712-262-7920

Email: kachenbach@nwiarides.org

Message Delivery

Delivery of messages may be subject to delays or failures caused by your mobile carrier or other factors outside our control. Regional Transit Authority d/b/a RIDES is not responsible for undelivered or delayed messages.

6. Eligibility

You must be at least 18 years old or have the consent of a parent or guardian to use our messaging services.

7. Privacy

Your information will be handled in accordance with our [Privacy Policy](#), which explains how we collect, use, and protect your personal data.

8. Changes to Terms

We may update or modify these Terms of Use at any time. Continued participation in our text messaging program after any updates constitutes your acceptance of the new terms.

9. Contact Information

Regional Transit Authority d/b/a RIDES

Address: 522 10th Ave E PO Box 1240 Spencer, IA 51301

Phone: 712-262-7920

Email: kachenbach@nwiarides.org

Website:

www.nwiarides.com