

No-show and Cancellation Policies

No-show Policy

No-show is defined as any customer who is not present at the pick-up time and location, refuses a trip, or does not show up after the five-minute waiting period.

Customers who register three no-shows in a calendar month will receive written warning and a copy of the policy. If there is a repeat of three no-shows or more in any subsequent month, the customer will receive written notice of the dates intended for a suspension from service.

In addition, customers who register more than 12 no-shows in a calendar year will receive written warning and a copy of the policy. Should the customer reach 15 no-shows in a calendar year, written notice of the dates intended for suspension from service will be given.

Cancellation Policy

Late cancellation is defined as any cancellation of a trip with less than three hours of notification prior to the scheduled pick-up time. Same-day cancellation is defined as any trip cancelled on the same day with more than three hours notice prior to the scheduled pick-up time.

Any customer, who registers six late cancellations in a calendar month, will receive written warning and a copy of the policy. If there is a repeat of six late cancellations or more in any subsequent month, the customer will receive written notice of the dates intended for a one-week suspension of service.

In addition, any customer who registers more than 24 late cancellations in a calendar year will receive written warning and a copy of the policy. Should the customer reach 30 late cancellations in a calendar year, the customer will receive written notice of the dates intended for a one-week suspension of service.

Suspension of service may entail:

- a) the removal of subscription services for one month
- b) the removal of service for one week
- c) the removal of service for one month

Suspension of service will begin no earlier than 30 days after the receipt of notice from Access Transit Appeals Board to ensure the customer has time to arrange for alternative transportation and/or to consider an appeal. For medical reasons, customers may request to have dates intended for their suspension from services to be served non-consecutively.

Cases of chronic no-show, late cancellations or same-day cancellations over a prolonged period will be reviewed by Access Transit Advisory Committee for possible further sanction.