

CANCELLATION POLICY

In an effort to coordinate and distribute services to the greatest number of people in our service area, the following policies will be implemented:

SCT encourages and appreciates patrons who cancel in a timely manner. Cancellations should be received 24 hours in advance or as early as possible to give other consumers the opportunity to schedule into that time slot. SCT understands that emergency situations do arise that prevent a full 24-hour notice, and will accept cancellations up to 2 hours prior to the scheduled pick up time without penalty; however, clients are strongly encouraged to call as early as possible for cancellations.

LATE CANCELLATIONS

1. Cancellations must be received a minimum of two hours prior to the scheduled pick up time. This can be achieved by either contacting the dispatching/scheduling staff during normal business hours (7:00 A.M. – 7:00 P.M.) or through SCT's voice mail system, which is available during non-business hours.
2. Any cancellation received later than two hours prior to the scheduled pick up time will be considered a No-show and a \$4.00 fee will be assessed.

This policy is intended to encourage early cancellation of services so that others may have the opportunity to fully utilize SCT's services.

EXCESSIVE CANCELLATIONS

SCT encourages all clients to call in to cancel transportation services as described above, however, to avoid excessive cancellations which prevent fair and equitable use of the transportation system by all clients, an excessive cancellation policy will be implemented as follows:

1. SCT personnel will monitor weekly activities of all scheduled vs. cancelled rides. Clients observed to have six (6) cancellations within any 30-day rolling period would receive a written warning via mail.
2. Those clients who have received the written notification and who have in excess of six (6) cancellations in any future 30-day rolling period following the notification, will be charged a \$2.00 excessive cancellation fee per cancellation thereafter for a period of 6 months.

The above policies apply regardless of the method of payment and include clients who pay boarding fares, utilize ticket booklets or purchase a monthly pass.