

THE FLEET



COMMUNITY FIRST SOLUTIONS

Transportation "No Show" / Cancellation Policy

Rides are scheduled on a first come first served basis. Once the schedule is filled for a time slot, other riders must be turned down when requesting the same time slot.

If your plans change and you no longer need your ride, please call **(513) 867-9195** to cancel your reservation as soon as possible, but, **NO later than 24 hours prior to the scheduled pick-up.** Please leave a message if voicemail picks up during regular business hours. Voicemail is checked frequently.

YOU MUST CANCEL YOUR RIDE 24 HOURS BEFORE THE SCHEDULED PICK UP TO AVOID A "NO SHOW."

A "No Show" is someone who misses an appointment without cancelling it in an adequate manner or fails to be present at the time of a scheduled appointment.

LESS THAN A 24-HOUR NOTICE IS EQUIVALENT TO A "NO SHOW."

You will be documented as a "No Show" if you cancel your ride less than 24 hours before the scheduled pick-up.

2 "NO SHOWS" IN A MONTH AND/OR 3 "NO SHOWS" IN A THREE MONTH PERIOD WILL RESULT IN A SUSPENSION OF SERVICE.

Suspensions will not be imposed for circumstances beyond a passenger's control include but not limited to:

- Documented personal/family emergency
- Sudden or worsening illness verified by physician or equivalent
- Mobility aid failure
- Appointment changes per medical provider - within the 24 hours required notice

A 1ST SUSPENSION IN A CALENDAR YEAR WILL RESULT IN A 1-MONTH SUSPENSION OF SERVICE.

A 2ND SUSPENSION IN A CALENDAR YEAR WILL RESULT IN A 6-MONTH SUSPENSION OF SERVICE.

In the case of a suspension, passengers will not be permitted to schedule any trips during the suspension timeline.