



## **ACTON TRANSPORTATION SERVICES CANCELLATION POLICY**

- You are asked to contact CrossTown Connect Dispatch at 978-844-6809 by 5:00PM the day before your scheduled trip if you need to cancel for any reason.
- Before 4:00 PM you can speak with Dispatch directly, after 4:00 PM or on weekends, you can leave a message with the following information:
  - Your name
  - Date and time of trip that you are canceling
- Please note that emailed cancellations or cancellations made by calling the driver directly or any phone number other than the Dispatch line (978-844-6809) will not be accepted.
- Trips cancelled within less than one hour of your scheduled pick-up time will be considered a late cancellation and you will be responsible for paying the fare of the trip. We will collect the fare from you the next time you use any Acton Transportation Service.
- If you have two or more unpaid trips, you will need to pay for those accrued costs before you can book any future trips. Payment will need to be received before the next scheduled trip.
- A trip is considered a NO-SHOW if you don't appear at your scheduled pick-up point within 5 minutes of the driver's arrival. If you're running late, be sure to call the dispatcher so we can see if arrangements can be made.
- If you cancel or don't show up (NO SHOW) for trips regularly, you'll be issued a violation, and your access to Acton Transportation Services can be suspended for a period of time. It is considered a violation of the policy if you late cancel or no-show for at least 20% of the trips you have booked in a given month.



- You will receive a phone call and a notification by mail if you are in danger of reaching this threshold for violating the policy.
- A guideline for the length of possible suspension from services is as follows:
  - A person with no previous policy violations in the previous 12 months may receive a warning.
  - If the person being excluded has had a violation in the past 12 months they may be suspended for up to 7 days.
  - If the person being excluded has had two or more violations in the past 12 months they may be suspended for up to 14 days.
  - If the person being excluded has had three or more violations in the past 12 months they may be suspended for 30 days or more.

If you have questions, please call CrossTown Connect Dispatch at 978-844-6809 or use the **Contact Us** link at [www.minutevan.net](http://www.minutevan.net) to send us an email.