

## **Yolobus Special Policy on Rider Cancellations and No Shows**

Passengers must cancel unwanted trips, whether demand or subscription service, by 5:00 p.m. the day before the scheduled trip. Trips canceled by 5:00 p.m. the day before the scheduled trip will be counted as Advance Cancellations. A documented pattern of Late Cancellations and/or No Shows for reasons within the passenger's control will result in service denial as prescribed under the Policy on Suspension of Service below.

### **Same Day Cancellations**

A Same Day Cancellation occurs when a rider cancels a scheduled trip between 5 p.m. the day prior to the trip and up to two hours before the scheduled pick-up time.

### **No Shows and Late Cancellations**

A No Show occurs when a rider fails to board the Paratransit vehicle within 5 minutes after it arrives within the ready-time window. Trips that are not cancelled at least two hours before the scheduled time will be considered Late Cancellations. This is considered an operational no-show because canceling less than two hours in advance does not give us time to reroute the vehicle.