



NO-SHOWS

Cancellations made less than one hour before the scheduled pick-up time and failing to appear, both are considered "no-shows". It is your responsibility to cancel your other ride or to make other arrangements. If we do not hear from you within an hour of your "no-show", any ride scheduled later that day would be cancelled.

After the first occurrence of a "no-show" you will receive a verbal warning and reminder letter. The second occurrence you will receive a written warning. The third occurrence you will be suspended for two weeks; after the fourth you will be suspended for one month. To avoid any additional suspensions, you must have no more additional "no-shows" during the following six months.