

Ride Cancellation Policy

We understand that unplanned issues can come up and you may need to cancel your ride with CCN. Our Specialized Transportation service wants to be available for the needs of those within the County that require our services. When a client does not cancel or is a no-show for their ride this means that another client loses an opportunity to get to an appointment they may really need. Your call to cancel or re-schedule your ride gives us the opportunity to reallocate your ride time to another client!

We require 24 hour notice or as much notice as possible to cancel your ride and here's how to do it.

Canceling next day ride – kindly do the following:

- **During business hours 8:30 am to 4:00 pm (Monday to Friday)** – call our scheduling office 1-866-768-7778 and either talk to scheduling or leave a voice mail with your ride details to cancel.
- **After hours** - please call the scheduling office at 1-866-768-7778 and leave a voice mail on the phone. All drivers check the messages before they start their drive day and will get your message to cancel your ride for that day.

Canceling & rescheduling an upcoming ride – kindly do the following:

- **During business hours 8:30 to 4:00 pm (Monday to Friday)** – call our scheduling office 1-866-768-7778 and either talk to scheduling or leave a voice mail with your ride details to cancel.

Failure to give notice of a cancellation at the door (no –show) could result in you being charged a small administrative fee on your next ride with us.

Your cooperation will enable us to effectively schedule rides, helping other residents within the county to book the rides that they need.

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