

Attachment G

USTA Cancellation/No-Show Policy

Please notify USTA immediately if you need to cancel your ride for any reason!

Give USTA at least 1 hour notice of your need to cancel your ride. Staff is available to receive cancellations as early as 6:00 a.m. and as late as 5:00 p.m. **An answering machine is available 24 hours/day for you to report your need to cancel.** If you have a scheduled pick-up time of 6:30 a.m., it is expected that you will leave a message on the answering machine no later than 5:30 a.m.

Union County Phone No.: 522-1390
Snyder County Phone No.: 743-0029
Toll-Free Phone No.: 1 (877) 877-9021

(Do not leave trip requests on the answering machine.)

In the event your schedule changes in the course of the day (hospital admission, etc.) and you do not need USTA to return you, it is just as important that USTA be notified that you do not need your return ride home.

Cancellation: All customers are asked to cancel their transportation by phoning USTA by 10:00 a.m. the day prior to the scheduled ride. Cancellations will be accepted a minimum of 1 hour prior to scheduled pick-up time. Cancellations received with less than 1 hour notice will be considered a no-show. Failure to notify USTA of a trip cancellation will result in a no-show.

No-Show: A no-show occurs when a USTA vehicle comes for a scheduled pick-up and the passenger does not take the ride. USTA staff notifies passengers of scheduled pick-up times the day prior to their scheduled trip. Passengers are to be ready for the driver at least fifteen minutes before the scheduled pick-up time. If the passenger is not visible to the driver, the driver will honk the horn and wait no more than five minutes past the scheduled pick-up time.

Policy:	One no-show in a Month:	Verbal Warning
	Two no-shows in a Month:	Written Warning
	Three no-shows in a Month:	Service Terminated for One Month