

## **RTP'S CANCELLATION POLICY and "NO-SHOW" Rules**

When Riders no-show or cancel Reserved Trips at the last minute, it creates problems for RTP and impacts other Riders. Skipped trips and late cancellations make it hard for RTP's to provide the efficient, high quality service so many people depend on to get where they need to go. **RTP encourage Riders to keep their reservations and requires that changes or cancellations be made in advance.** We know things happen, and sometimes rides must be cancelled. RTP expects everyone to follow the rules for cancelling or changing reservations in order to avoid Ride Privilege Restrictions resulting from multiple No-Shows.

### ***What are the Rider's Responsibilities when cancelling or changing Trip Reservations?***

The Rider (or a person acting on a Rider's behalf) **MUST:**

- **Contact RTP at least 2 hours in advance of the scheduled pick-up time.** If changing or cancelling a reservation after regular office hours, call RTP and use the Afterhours Cancellation message box. Leave Rider's name, the date and time of the Trip Reservation being changed, and a contact name and number so RTP can follow-up.
- **Call in changes *NO LATER THAN 5:00 p.m. the day before the scheduled trip for Trip Reservations with a pick-up time scheduled earlier than 9:30 a.m.***

## **MISSING A RESERVED TRIP WITHOUT GIVING THE REQUIRED NOTICE IS A NO SHOW**

### ***What happens when a Rider gets charged with a No-Show?***

Every No-Show is recorded. Having **3 or more No-Shows in a 30 day period** will result in the following:

- **1<sup>st</sup> Violation:** The Rider (or someone acting on the Rider's behalf) will need to call RTP to make Trip Reservations 2 business days prior to the date a trip is needed for all trips. **Subscription trip services for on-going rides will be suspended** and all reservations will need to be made 2 business days in advance for a period of 30 days following the violation.
- **2<sup>nd</sup> Violation:** If a Rider has a **second occurrence of 3 no-shows in a 30 day period within 12 months** of the 1<sup>st</sup> Violation, **ride privileges with RTP may be restricted for a period of 30 days.** If No-Show limits are exceeded after the 2<sup>nd</sup> Violation, **RTP may increase the Ride Privilege Restriction period.**

### ***How does a Rider appeal a Ride Privilege Restriction?***

To appeal a Ride Privilege Restriction, contact the Mobility Operations Manager at RTP to explain why you believe the restriction is wrongly charged. RTP staff will review trip information and communicate a decision within 3 business days of receiving notice of the appeal. An appeal can be made **by phone:** 774-2666, or **by mail:** RTP, 1 Ledgeview Dr Westbrook Me 04092.

**It is EASY to avoid Ride Privilege Restrictions. Just call AT LEAST 2 hours BEFORE the scheduled pick-up time for your Reserved Trip if you need to cancel or change your reservation. The earlier the better!**

**If you need help understanding any Rider Responsibilities, please call RTP for assistance. We are here to help.**

**Thank you for following these simple rules and helping RTP make every ride a GREAT RIDE!**

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