

## **NO-SHOW POLICY**

Passengers are allowed 3 no-show appointments. After 3 consecutive no-shows—making an appointment and not being up at pick-up point without explanation—the passenger may have his/her ridership privileges suspended for 1 week. Persistent and recurring no-shows by a passenger may lead to the loss of ridership privileges for longer periods of time. Each incident shall be evaluated on its own merits.