

# PENQUIS

## LYNX MOBILITY SERVICES

### No Show Policy

**TO CANCEL RIDES FROM 4:30 PM TO 8:00 AM CALL THE EARLY CANCELLATION LINE: 973-3693**

The Lynx wants to offer the best service for our customers. We must limit the number of “no shows” so we can serve as many people as possible. We will follow the policy listed below when riders have “no shows”.

#### **No Show may mean:**

A trip is set up and the driver shows up at the scheduled time and:

- The rider is not at the pick-up location, or
- The rider says they will not be going after the driver has shown up to pick them up, or
- The rider calls The Lynx to cancel but the driver is already on his/her way for the pick-up. The time of the rider’s call is too close to the pick-up time.

***NOTE: if the rider calls to let The Lynx know of any changes far enough in advance of the pick-up time so that the trip can be cancelled it is not a no show.***

If a round trip is set up and the rider has a no show for the first pick-up, the return trip will be cancelled (and not counted as a no show). Unless the rider calls to say they still need the return trip and then the rider doesn’t take the ride.

#### **No Show Response**

- A note is made in the customer’s file after each no show.
- Only friend and family reimbursement (if offered) will be allowed after the third no show within two (2) months. The rider cannot get rides from The Lynx for one month.
- If we cannot reach the rider after the third no show, all trips will be stopped without reimbursement.
- After rides have started up again:
  - If two (2) no shows happen within two (2) months only reimbursement will be offered for a two-month period.

**The Lynx has the right to review service options for any customer at any time.**