



Penquis Transportation Services No-Show Policy

Penquis Transportation Services has a policy for no-shows. If you no-show a ride, we will try to reach you before the driver leaves. Please keep your phone number and information up to date.

Definition of No-Show

NO-SHOW may mean: A trip is set up and the driver arrives within the pick-up time window and

- a) The rider is not at the pick-up location within 10 minutes after the scheduled pick up time,*
- b) The rider says they will not be going when the driver arrives to pick them up,*
- c) The rider called to cancel, but the driver was already there, or on their way.*

If the first part of the ride is a no-show, the return ride will be cancelled. We will not count both trips as no shows. If the rider states they still need their return ride, it will not be cancelled. If the return is requested and then no showed, you will be charged with that no-show as well.

NOTE: If the rider calls far enough in advance to cancel the trip, it will not be considered a no show. We encourage people to call and keep us informed when you do not need the rides you have scheduled.

No-Show Responses

If a rider has three (3) no-shows in a thirty (30) day period, rides will be stopped for thirty (30) days.

If the rides start again and the rider has three (3) more no-shows in a thirty (30) day period, the rides will be stopped for sixty (60) days.

If the rides start again and the rider has three (3) more no-shows in a 30-day period, the rides will be stopped for ninety (90) days.

Penquis Transportation Services will have to approve any rides after the ninety (90) days.

Some transportation, but not all, may be eligible for reimbursement if requested.