**UC Transit Cancellation/No Show Policy**

Please review our “***No Show Policy*”.** If you have anyquestions, please contact your local UCHRA office, Transportation Scheduling Department.

**NO SHOW POLICY**

* A no show occurs when a person has reserved a ride and then does not ride when the vehicle shows up.
* If you are a no show three times within a six month period, your transportation could be suspended for a period of at least six weeks.
* Contract services: If we receive a referral for transportation and you are a no show we will inform the referral source( i.e., Job Access, , Southeastrans, TennCarriers etc.) which may result in interruptions or termination of transportation services
* To cancel, please contact your local UCHRA office during office hours 8AM-4:30PM. If canceling before or after office hours, please call 1-833-828-7477 between the hours of 6AM-6PM.

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***PASSENGERS WHO NO SHOW ON THE OUTGOING PORTION OF THE TRIP WILL HAVE THE RETURN TRIP AS WELL AS ANY OTHER PORTIONS OF THAT TRIP AUTOMATICALLY CANCELLED.***