



NO SHOW/LATE CANCELLATION
POLICY
RIDERS NOTICE

To: All IVT MedTrans Riders

The IVT MedTrans Service will enforce a No-Show/Late Cancellation Policy.

The No Show Policy/Late Cancellation Riders Alert is as follows:

- All 7:00 am trip cancellations for IVT MedTrans service must be done before 6:00 pm the prior day.
- All 11:00 am trip cancellations for IVT MedTrans service require at least 4 hour advanced notice.
- Customers must be at the designated pickup location within 5 minutes of his/her scheduled pickup time.

An IVT MedTrans dispatcher will call the customer when the bus arrives and he/ she cannot be located by the driver, if possible.

- **Customers who are given a No-Show or Late Cancellation shall NOT be eligible to a refund of any kind**
- **Customers who violate the No-Show/Late Cancellation Policy more than 3 times within 30 days are subject to a temporary suspension of their privileges. Violators will be given:**
 1. An initial notice, via telephone call, with the date of the first no-show that informs the customer that subsequent no-show will result in further action.
 2. A second notice with the date of the second no-show and informs the customer that the next (3rd) no show will result in suspension of service for 30 days.
 3. A final notice informs the client that their service has been suspended for 30 days after the 3rd no show occurrence.

If violators of the No-Show/Late Cancellation policy wish to appeal they must inform the Imperial County Transportation Commission by phone at (760) 592-4494 or in writing at:

Imperial County Transportation Commission
1405 N. Imperial Ave., Suite 1
El Centro, CA 92243

For more information, please contact IVT MedTrans at (760) 337-1766 or visit the website at www.ivtmedtrans.com