

# handyDART Policy Change



Based on handyDART rider feedback, BC Transit has developed a new *No Show and Late Cancellation Policy* to improve service and better meet your needs.

## No Show and Late Cancellation Policy

If handyDART arrives during the pick-up window and you are not there, the driver will not wait. Your file will indicate a 'No Show' and other trips booked that day will be cancelled automatically. If you need these trips, contact a customer service agent immediately.

A 'Late Cancellation' occurs when you cancel a trip within two hours of your scheduled pick-up. It is very difficult to offer trips to other customers with short notice.

*Please turn over →*

## Service Restriction Penalty

For handyDART riders who have three (3) unexplained no-shows or late cancellations within 30 days, there will be a two (2) week service suspension imposed.

Subscription riders who have three (3) unexplained no-shows or late cancellations within 30 days may also lose their subscription trip status.

Note: handyDART riders will be notified after 24 hours via telephone and/or mail each time a no-show or late cancellation occurs.

## Appeal Process

Incidents will not be counted as a no-show or late cancellation where the rider or caregiver has called with a valid reason (something beyond the rider's control), within 24 hours after the scheduled trip.

## Questions?

If you have any questions *about this policy*, please contact the Accessibility Program Manager at 250-385-2551 or [handyDART@bctransit.com](mailto:handyDART@bctransit.com).

**For all other handyDART inquiries**, please contact your local handyDART office.

[www.bctransit.com](http://www.bctransit.com)