



SERVICE SUSPENSION AND TERMINATION POLICY

Covered Journey Transportation Co.

Purpose

This policy explains the circumstances under which Covered Journey Transportation Co. may suspend or terminate transportation services, the notice families can expect, and how services may be reinstated.

Grounds for Suspension

Services may be temporarily suspended for reasons including, but not limited to:

- Non-payment of invoices more than 30 days past due
- Repeated missed trips or late cancellations, as described in the Missed Trip Policy
- Safety concerns related to a Client's behavior that the Company is unable to safely accommodate without additional support (e.g., an aide riding along)
- Failure to provide accurate or updated medical, behavioral, or emergency contact information
- Lapse or non-renewal of a required waiver service authorization

Grounds for Immediate Termination

The Company may terminate services immediately, without prior suspension, for reasons including:

- Physical violence or credible threats of violence directed at a driver, staff member, or other passenger
- Possession of a weapon in the vehicle in violation of applicable law or Company policy
- Abuse, harassment, or repeated verbal threats directed at Company staff
- Falsification of intake, medical, or billing information that creates a safety or compliance risk

Notice Procedure

- For non-emergency suspension or termination, the Company will provide written notice to the Client Representative at least seven (7) calendar days in advance, explaining the reason and any steps available to resolve the issue.



COVERED JOURNEY TRANSPORTATION CO.

Where Every Journey Is Covered With Care

- For immediate safety-related termination, the Company will notify the Client Representative as soon as reasonably possible following the incident and provide a written explanation within five (5) business days.
- The Company will make reasonable efforts to assist the Client Representative in identifying alternative transportation resources upon termination.

Opportunity to Resolve

Where the underlying issue can reasonably be resolved (such as bringing payment current, updating required information, or implementing additional behavioral support), the Company will work in good faith with the Client Representative to avoid suspension or termination where appropriate and safe to do so.

Reinstatement

- Services suspended for non-payment may be reinstated once the account balance is brought current.
- Services suspended for missed authorization may be reinstated once a valid authorization is provided.
- Services suspended for behavioral safety concerns may be reinstated upon implementation of an agreed-upon support plan (e.g., additional aide support, updated behavioral information).
- Services terminated for cause under “Grounds for Immediate Termination” are generally not eligible for reinstatement.

Refunds

Any prepaid amounts for trips not yet provided at the time of termination will be refunded to the Client Representative, less any outstanding balance owed to the Company.

Appeals

A Client Representative who disagrees with a suspension or termination decision may submit a written request for review to the Company at support.coveredjourney@gmail.com. The Company will respond within ten (10) business days.



Governing Law

This policy is governed by the laws of the State of Georgia and is incorporated by reference into the Transportation Services Agreement.

Parent/Guardian Acknowledgment Signature

Date

Date

Date