



MISSED TRIP POLICY

Covered Journey Transportation Co.

Purpose

This policy explains how Covered Journey Transportation Co. defines and handles late cancellations and missed trips, so families, day programs, and support coordinators know what to expect.

Definitions

- **No-Show:** The Client is not ready, not present, or no authorized individual is available at the scheduled pickup or drop-off, and the trip cannot be completed.
- **Late Cancellation:** A trip is canceled with less than two (2) hours' notice before the scheduled pickup time.
- **Company-Initiated Cancellation:** A trip is delayed or canceled by the Company due to vehicle breakdown, weather, staffing, or other Company-side cause.

Notice Requirements

- Cancellations should be communicated as early as possible, ideally at least two (2) hours before the scheduled pickup.
- Cancellations may be made by phone or email using the contact information on this document's letterhead.

Fees

- **Late Cancellation:** May be billed at 50% of the scheduled trip rate.
- **No-Show:** May be billed at 100% of the scheduled trip rate.
- **Company-Initiated Cancellations,** including weather and vehicle breakdown, are never billed to the Client Representative.
- Fees for waiver-funded Clients are subject to the applicable program's billing rules; where a fee cannot be billed to the funding source, it may be billed directly to the Client Representative.

Exceptions

Fees will generally be waived for:



- Documented medical emergencies
- School, day program, or therapy closures communicated as soon as known
- Severe weather affecting safe travel

Repeated Missed Trips

A pattern of frequent late cancellations or no-shows (generally three or more within a 30-day period) may result in a review of the Client's schedule, additional fees, a change in scheduling priority, or suspension of services under the Company's Service Suspension and Termination Policy.

How to Report a Cancellation

Phone: (347) 902-6316 or (678) 881-7778 Email: support.coveredjourney@gmail.com

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