

Cancellation/Refund Policy

At Top Water Transit it is our goal to provide quality patient transportation to all our passengers in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our associated providers, but our other passengers as well. Please be aware of our policy regarding cancelled trips.

Appointment Cancellation

When you book your appointment, you are holding a space on our calendar that is no longer available to our other passengers. To be respectful of your fellow passengers, please call our office as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call or text at least 4 hours in advance. Appointments are in high demand and your advanced notice will allow another passenger, access to that appointment time.

How to Cancel Your Appointment

If you need to cancel your appointment, please call us or send us a text at (870) 378-4215. When leaving a message or text, please make sure to include the passenger's full name and date of pick-up appointment and time with your message. We will acknowledge the receipt of your call or text, as soon as possible.

Late Trip Cancellations/No-Shows

A cancellation is considered late when the appointment is cancelled less than 4 hours before the appointed time. A no-show is when a patient misses an appointment without cancelling. In either case, we will charge the passenger a cancelled trip fee of \$25 for ambulatory, \$45 for wheelchair. (Plus, any applicable mileage fees mentioned below).

Additional Fee for Cancellations

If the trip is already in progress at the time an appointment is cancelled or the passenger is a no-show/cancel-at-door, the passenger will be charged a cancelled trip mileage fee of \$1.50 per actual mile driven to the pickup location at the time of cancellation. This fee is additional to the applicable cancellation/no-show fee mentioned above.

Refund of Payment

For cancellations by customers, who have paid in advance, your payment will be returned minus any applicable cancellation fees. Customers will have the choice of receiving a full refund or a credit towards their next trip, if no cancellation fees apply to them.