

CANCELLATIONS

If you are unable to make your scheduled ride for any reason, please call the office at 307-382-7827 or 307-875-7827 **prior** to your scheduled pick-up time to cancel your ride. Cancellations not made before the scheduled pick-up time will be considered a no-show and your return ride will also be canceled unless you call the STAR office. **STAR drivers** cannot make schedule changes for you.

NO-SHOW POLICY

A no-show policy applies to the Door-to-Door service and the Stop-to-Stop service.

A no-show occurs when:

- You fail to show up for your scheduled trip.
- You fail to cancel **before** the bus arrives for your scheduled trip
- You are not ready within 3 minutes of the driver's arrival during the pick-up window.

If you are a no-show for your trip, your return trip will be canceled unless you call the office. You will be charged \$2.00 for each no-show. Although seniors are charged a zero fare to ride, a senior passenger that does not cancel before the bus arrives will also be charged the \$2.00 no-show fee. A passenger who accumulates 3 no-shows will not be able to ride the bus until all of the no-shows are paid in full in the office before the trip.

The dispatchers are not required to call you if you miss your bus. If you know that you will be detained during a medical appointment, please call STAR at 382-7827 or 875-7827 as soon as possible (**BEFORE** the bus arrives) and we will try to arrange a later ride. If you do not call before the bus arrives you will be charged a no-show fee.