



October 2016

Flex Violation Policy

Cancellations

All cancellations must be made, at least, one hour prior to scheduled pick-up. Cancellations can be made by calling a FLEX reservationist at (770) 528- 1053, Mondays through Fridays 7:00AM to 7:00PM. Cancellations made less than one hour before the scheduled pick-up time will be considered a no-show.

No-Show Policy

A no-show will be added to a passenger's record when the following situations occur:

1. Not being at the pick-up point within five (5) minutes after the scheduled pick-up time.
2. Cancelling a ride less than one (1) hour before the scheduled pick-up time.
3. Not taking a trip due to not having the proper fare after the vehicle arrives for pick-up. Operators cannot make change.
4. Five (5) same-day cancellations in a 30 day period. Each trip counts as one cancellation.

Violation Penalties

Any passenger who receives a no-show violation will be notified in writing. The following violations will be issued:

1. The first no-show violation within 30 calendar days will receive a *Notification Letter*.
2. The second no-show violation within 30 calendar days will receive a *Warning Letter*.

3. The third no-show violation within 30 calendar days will receive a *suspension* of service for 30 calendar days and will be placed on 6 month probation. Continual no-shows may lead to a complete loss of Flex services.

For any questions regarding the violation policy please contact CobbLinc Customer Service at (770) 427-4444.